

## Complaints Policy and Escalation Route

**Vision:** *Grow - Flourish - Achieve*

**Mission:** *Growing Flourishing Achievers through an innovative and sustainable learning environment that fosters academic excellence with holistic development.*

### Rationale

GEMS Founders School Masdar City (GFA) constantly aims to provide a quality service to its stakeholders. At GFA, we acknowledge that, from time to time, stakeholders may wish to lodge a complaint about the school, or the work undertaken. Such complaints will be investigated by the appropriate person and the results communicated to the stakeholder. Stakeholders can include parents, students, staff, external providers, and members of the local community. This is in accordance with Policy 21 (Article 26 of the Organising Regulations) of the Private Schools' Policy and Guidance Manual.

To gauge success and further improve the service, stakeholders are encouraged to give feedback when the school has exceeded or fallen short of expectations. Managers can then reward staff when they go the 'extra mile', demonstrating the school's vision and values and addressing any weaknesses reported.

However, any parent, guardian, or other person who upbraids, insults, or abuses any employee on school property or in the presence of students may in the first instance be asked to leave the school site and further guidance will be sought from the legal and education teams at Corporate Office. GEMS schools reserve the right to restrict or deny anyone access to their premises that they deem disruptive or to have behaved inappropriately towards school staff. School employees who are sued because of performing their assigned duties appropriately shall be provided full legal service.

It is vital to take all concerns and complaints seriously, always seeking to resolve matters fairly and to the mutual satisfaction of all concerned. One dissatisfied stakeholder can seriously damage the reputation of the school, even if there are hundreds who are happy with the service.

### Aims

- To provide a common system for expressing satisfaction or dissatisfaction with the service provided to customers.
- To deal promptly and professionally with complaints, always seeking to find a way forward which is agreed and understood by all concerned.

### Managing Compliments

A suggestion box is placed in the school reception area. Forms are available so that parents and visitors can give feedback. A display of 'compliment' notes in reception helps to demonstrate the school's commitment to high standards of service. When a compliment is received it is filed in the school office and a copy is sent to the Principal, line manager, and person concerned. Due acknowledgment is made to the person(s) responsible for this noteworthy act. Compliments are also welcomed via emails to teachers, the Senior Management Team or the Parent Relations Executive (PRE).

Most expressions of dissatisfaction are not formal complaints. Parents and others may raise issues and concerns with the school either over the telephone, in writing or in person.

All concerns must be treated seriously, and action taken within 24 hours of receipt. Serious concerns should be recorded by the PRE.

When dealing with a complaint over the telephone full and clear notes of the conversation should be made. Alternatively, the dissatisfied person should be invited into school to discuss the issues and to find a resolution.

## **Managing Concerns**

The dissatisfied person should be informed of the way in which the matter is being dealt with. Any promises made should always be fulfilled. Commitments should not be made on behalf of another person, faculty or department without first checking that they are able to meet that commitment.

Once a concern has been fully addressed this should be communicated to the complainant.

Procure for raising concerns:

1. Raising a concern with the child's class teacher/form tutor by email, telephone or by verbally requesting a meeting.
2. If the parent is not satisfied with the response of the class teacher or feels that the matter is sensitive or serious, they contact a member of the Senior Leadership Team.
3. In more serious cases, the Heads of School or the Principal deals with parents directly.

## **Referring Concerns and Managing Complaints**

Parents and students should be informed about the complaints procedure, for example it should be placed on the school's website. If a complainant is not satisfied with the process managed by the principal and wishes to take the matter further, the Principal should contact the appropriate Group Chief Operating Officer to mediate informally.

If the complainant wishes to make a formal complaint, then the matter will be referred to the Deputy Chief Executive Officer or the Group Chief Operating Officer. In both these cases, all relevant documentation should be forwarded. Responses and recommendations arising from formal complaints will be communicated in writing to the complainant, the person complained about (where relevant), and copied to the Principal and Group Chief Operating Officer.

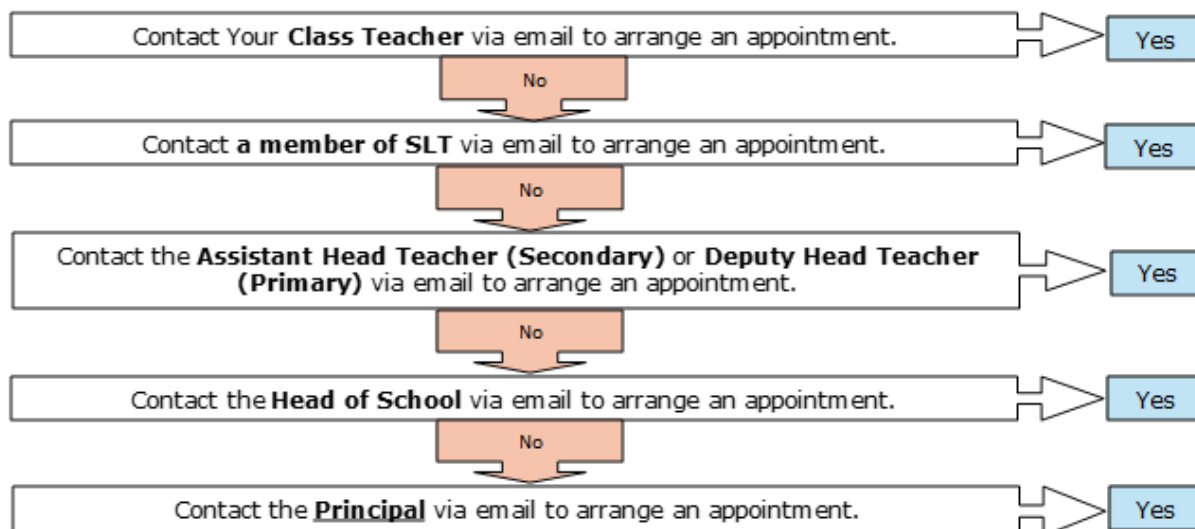
Online complaints that involve E-Safety (please refer to the E-Safety Policy) incidents should be reported to class teachers and form tutors copying in heads of schools.

If there is a problem with the devices or accessing school educational platforms, complaints should be reported to the PRE.

## **Summary of the Escalation Route**

At GFA, we value your feedback and are always open to suggestions on how to improve our school. The following communication guide and contact details are to ensure that you speak to the right person if you have a question, comment or a compliment.

By following the communication routes, we will endeavour to resolve any questions or comments that you have as swiftly as possible.



### Complaints Committee

All complaints received by the school in writing, by email, by phone, or from ADEK, are overseen by the complaints committee. The complainant will receive a confirmation of receipt of the complaint within 24 hours. Following this, the school under the monitoring of the complaints committee shall investigate and take the necessary action by replying to the complainant within 10 working days of the initial complaint.

### Complaints Committee

Name	Role	Email
Albie Huyser	CEO/Principal	<a href="mailto:a.huysen_gfa@gemsedu.com">a.huysen_gfa@gemsedu.com</a>
Charne Rossouw	Head of Primary	<a href="mailto:c.rossouw_gfa@gemsedu.com">c.rossouw_gfa@gemsedu.com</a>
Divan Koch	Assistant Head of Secondary	<a href="mailto:d.koch_gfa@gemsedu.com">d.koch_gfa@gemsedu.com</a>
Sivayogan Sivanesan	Parent Relations Executive	<a href="mailto:s.sivanesan_gfa@gemsedu.com">s.sivanesan_gfa@gemsedu.com</a>
Naheel Suwan	Government Relations Executive	<a href="mailto:n.suwan_gfa@gemsedu.com">n.suwan_gfa@gemsedu.com</a>

### Reporting Compliments and Complaints

The complaints procedure provides for the panel to make findings and recommendations and stipulates that a copy of these findings (where applicable) and recommendations are given to the complainant.

Where there is a panel hearing of a complaint, panel member is independent of the management and running of the school.

Written records are kept of complaints.

Correspondence, statements, and records relating to individual complaints are kept confidential, except in cases where local legal requirements permit access.

Details of compliments and complaints should be included in the principal's termly report to GEMS.

**Monitoring and review**

This policy will be reviewed and updated annually or as needed. Within school, the Head of Inclusion will report regularly to- the Senior Leadership Team, concerning the effectiveness of the policy.

A handwritten signature in black ink, appearing to read 'M. Huggen', is centered on the page.

Signed ..... Date 10/08/24  
Principal/CEO

**Next policy review date:**  
10 August 2025