



## **GEMS WELLINGTON PRIMARY SCHOOL**

### **Compliments and Complaints Policy**



**“WE CARE FOR EACH OTHER”**  
**CHILDREN. LEARNING. RELATIONSHIPS. INTEGRITY.**

*GWPS vision statement*

*At Gems Wellington Primary School we will provide a safe learning community with high expectations for all our learners in every aspect of their school life. We are a reflective and evaluative school which will prepare learners for an ever evolving world. Our genuine commitment to our core values, and partnership with parents, will provide a world-class, active learning environment, inspiring learners to develop intellectually, academically, socially, emotionally and physically.*

نحن نهتم ببعضنا البعض  
الأطفال- التعليم- العلاقات- النزاهة

رؤية المدرسة

في مدرسة جيمس ويلنجتون الابتدائية نقدم مجتمعاً تعليمياً آمناً مع توقعات عالية الجودة لجميع المتعلمين لدينا في كل جانب من جوانب الحياة المدرسية. نحن مدرسة مبدعة وتقييمية تعمل على إعداد الطلاب وتأهيلهم لعالم دائم التطور. التزامنا الحقيقي بقيمتنا الأساسية والشراكة مع أولياء الأمور، يسمح للطلاب بالاندماج في العالم الصفّي الصغير. كما يحقق له بيئة تعليمية فعّالة وملهمة تساعده على التطور فكرياً وأكاديمياً واجتماعياً وعاطفياً وجسدياً.

## Compliments and Complaints Policy

**Rationale:** GEMS schools constantly aim to provide a quality service and in particular acknowledge the importance of parents and our partnership with them. In order to improve our service we enable our customers (parents and pupils) to give feedback and to acknowledge when we have exceeded or fallen short of expectations. Managers can then address any weaknesses and reward staff when they go the 'extra mile', demonstrating the GEMS vision and values.

It is vital to take all concerns and complaints seriously always seeking to resolve matters so that the customer is satisfied. One dissatisfied customer can seriously damage the reputation of the school and of GEMS even if there are hundreds who are happy with the service.

### **Aims:**

- to enable our customers to easily compliment us when we have exceeded expectations or to make a complaint if they are dissatisfied;
- to encourage our customers to give us feedback;
- to deal promptly and professionally with complaints always seeking to resolve issues to the satisfaction of our customers;

A suggestion box should be prominently displayed in the school entrance and forms made available so that parents and visitors can give feedback and nominate staff for outstanding service awards. Schools are also working towards having a touchscreen and computer in the reception area so that parents and visitors can give immediate feedback. A display of thank you letters in the entrance helps to demonstrate the school's commitment to high standards of service.

- When a compliment is received a compliment form is completed (Annex 1) filed in the school office and a copy sent to the Principal/ CEO, line manager and person concerned.
- A letter is sent to the originator of the compliment thanking them for giving the compliment.

If appropriate ask the sender of the compliment if their letter may be part of a display.

### **Managing Concerns**

Parents and others may raise issues and concerns either over the telephone, in writing or in a verbal statement. The latter is normally dealt with immediately by a member of staff. Most expressions of dissatisfaction are not formal complaints.

If a parent has a complaint or concern, it should first be brought to the attention of the class teacher or the subject teacher as appropriate, unless it is about that person. The class teacher or subject teacher has a responsibility to respond to the complainant within

twenty four hours in the first instance, although a more detailed response may take longer.

If the complaint is not successfully resolved informally at this level, or is about a class teacher or subject teacher, then the parent shall escalate the complaint to the Head of Year or Subject Leader as appropriate.

If the complaint is of a more serious nature or still not resolved, then it should be brought to the attention of the Principal or a member of the Senior Leadership Team, who will be acting on the Principal's behalf. If the complaint is about the Principal or has not been successfully resolved by the Principal then it should be taken to GEMS Corporate Office.

**Guidance for staff dealing with a complaint in the first instance:**

If a complaint is received all staff are required to follow the steps listed below and ensure full details are relayed to the Year Leader/Subject Leader without delay; in more serious cases, or where there has been the escalation of a complaint, then it should be brought to the Principal or a member of the Leadership Team.

- Listen to the complaint and seek permission to make notes if appropriate.
- Never implicitly or explicitly criticise other members of the GWPS staff or school policies (it is better to say nothing even if the complaint appears justified).
- Do not try to mediate or negotiate a solution on behalf of a colleague especially without their prior knowledge and agreement.
- However, where possible and if appropriate, seek a resolution without contravening recognised school policies; otherwise refer the complainant to a Middle Leader.
- Do not refer complainants directly to those involved unless minor.
- Do not refer complainants to administrative, support or ancillary staff under any circumstances. The exception to this is the PRE who may become involved in more minor matters.
- The Middle Leader or member of the Senior Leadership team will evaluate the complaint and seek a mutually agreed solution with the complainant and those involved.
- If further clarification or investigation is necessary the matter must be referred to the Principal; all staff will be required to provide full details and disclosure of any relevant documentation.

**Responsibilities:**

- The Principal has a responsibility for ensuring that all complaints within GWPS are dealt with quickly and clearly within a reasonable timeframe.
- The Principal has a responsibility for ensuring that relevant evidence and witness statements are gathered by the relevant parties should this be appropriate.
- The Principal has a duty to ensure that a record is kept of those complaints that go beyond informal stages.

**Outcomes of investigations in the case of formal complaints:**

(A) Complaint upheld:

- The Principal will establish whether the complaint can be discreetly resolved through mediation or negotiation.
- Complaints regarding professional conduct or standards will automatically result in disciplinary or competency proceedings and will be reported to the Chief Operating Officer (COO).

- Disciplinary and competency proceedings remain strictly confidential and are not reported to the complainant. However, the complainant will be informed that ‘formal action’ was taken.

(B) Complaint not upheld:

- The Principal will seek to mediate with the complainant and those involved to achieve a mutually agreed resolution.
- Where complaints persist the matter will be referred to the Head of International Schools at GEMS Corporate for further evaluation.

### **Managing Complaints**

The prospectus must detail how parents and pupils may obtain the information about the complaints procedure and the number of complaints registered under the formal procedure during the preceding school year. The compliments and complaints procedure is also displayed in the school entrance. (Annex 3)

If a complainant is not satisfied with the informal process and wishes a matter to be considered further they write to the Principal/ CEO who;

- ensures that, there is a hearing of the complaint by a panel of three, one of whom is independent of the management and running of the school and nominated by the GEMS Director of International Schools;
- allows for parents to attend and be accompanied at a panel hearing if they wish;
- provides for the panel to make findings and recommendations and stipulates that the complainant, proprietor and head teacher, and where relevant the person complained about, are given a copy of any findings and recommendations;
- provides for a written record to be kept of all complaints, and of whether they are resolved at the preliminary stage or proceed to a panel hearing;
- provides that correspondence, statements and records relating to individual complaints are to be kept confidential

#### **GEMS VALUES:**

The Principal has a responsibility for ensuring that all staff are clear that they have a duty of service to the parents of the school, and that any member of staff not acting in this way is behaving contrary to their duties as a GEMS employee

#### **Monitoring and review**

This policy has been discussed and agreed by the GWPS teaching staff and leadership teams for implementation.

### Annex1: Record of Compliments

<b>Date:</b>	
<b>Name of person making the compliment:</b>	
<b>Name of person receiving the compliment:</b>	
<b>Pupil's Name (If applicable):</b>	
<b>Pupil's Class (If applicable):</b>	

<b>Details of the compliment: (Attach copy of any written communication)</b>

<b>Action Taken: (who, what, when)</b>

<b>Reported To:</b>

<b>Review/Follow Up:</b>

## Annex 2: Record of Concerns and Complaints

<b>Date:</b>	
<b>Name of person making the concern or complaint:</b>	
<b>Name of person receiving the concern or complaint:</b>	
<b>Pupil's Name (If applicable):</b>	
<b>Pupil's Class (If applicable):</b>	

<b>Details of the Concern or Complaint:</b> (Attach copy of any written communication)

<b>Action Taken:</b> (who, what, when)

<b>Reported To:</b>

<b>Review/Follow Up:</b>

## Annex 3: Compliments and Complaints Notice for Display and in the

## School Prospectus

We are pleased that you have chosen .....school. We very much value your opinion and you may wish to use the suggestion box in the school entrance. We also invite your opinion via questionnaires and forums.

Please inform us when the service we provide exceeds your expectations. We particularly like to know about any member of staff who ‘goes the extra mile for you’.

If you have any concerns please let us know straight away. If the matter is urgent and you wish to speak with a member of staff please come to the school office so that you can be signed in and the appropriate member of staff informed.

We will respond immediately to your concern and seek to work together to resolve the matter as speedily as possible.

If you feel the matter has not been resolved to your satisfaction you may obtain a copy of the complaints procedure from the school office.