



# **DUBAI GEM PRIVATE SCHOOL**

**STRIVE FOR EXCELLENCE**



## **Feedback and Complaints Policy**

## **Education and quality care are vital for every child's success**

DGPS is committed to delivering high quality education and care. Working with parents to resolve any concerns or complaints is a key part of how we will deliver on this commitment.

### **About concerns or complaints**

The Parent Feedback and Complaints Policy has been developed by the school to provide parents with a framework and detailed procedural information, for managing concerns and complaints made by parents of children attending DGPS.

Most communication can be managed without the need for formal procedures, provided that any concern is taken seriously and addressed at an early stage.

The first step in working through a complaint is to talk to your child's teacher (in the presence of the respective KSL) if it is classroom based or to a member of the leadership team if it is school based.

### **What to do if you have a complaint regarding**

#### **❖ Student's Learning and Teaching**

- Stage 1 - Initial complaint directed to the class teacher to be resolved and feedback provided.
- Stage 2 - Complaint directed to the Head of Department to be resolved and feedback provided.
- Stage 3 - Forwarded to the respective Key Stage Leader and feedback provided.
- Stage 4 - Forwarded to the Senior Leadership Team.
- Stage 5 - Forwarded to the Principal for final resolution.

#### **❖ Student's Behaviour, Emotional Wellbeing or Support**

- Stage 1 - Initial complaint directed to the class teacher to be resolved and

feedback provided.

- Stage 2 - Complaint directed to the School Counsellor (Primary / Secondary) to be resolved and feedback provided.
- Stage 3 – Complaint directed to the Key Stage Leader to be resolved and feedback provided.
- Stage 3 - Forwarded to the Senior Leadership Team – Primary/Secondary for investigation and feedback provided.
- Stage 4 - Forwarded to the Principal for final resolution.

❖ **Operations/Facilities/External Services**

- Stage 1 - Initial complaint directed to the Manager of School Operations to be resolved and feedback provided.
- Stage 2 - Forwarded to the Principal for final resolution.

❖ **A member of Staff**

- Stage 1 - Forwarded to the SLT –Primary or Secondary for investigation and feedback.
- Stage 2 - Forwarded to the Principal for final resolution.

❖ **A Member of the Leadership Team**

To be directed to the Principal for investigation, feedback and final resolution.

**Reviewed: September 2022**