



Beaconhouse
AL AIN

COMPLAINTS POLICY
2023-2024

Introduction:

We provide our students with the highest quality of education and of care, however, we can only accomplish this effectively with the continued support of families. We are grateful to receive suggestions from families to help us make improvements and feedback in order to address any serious concerns that may arise. We believe that any dissatisfaction on behalf of a parent or guardian should be reported to us promptly and dealt with according to this policy.

1. Key members:

Principal
Principal PA
Head of Departments
Parent Liaison Officer
Social Worker

2. The Complaints Process:

We would like to make the process as easy as possible for a complainant to submit their complaint to us and we accept that the process should be simple, impartial, timely, honest and reasonably flexible. We appreciate all the assistance we receive from you in this way, knowing that we wish to make Beaconhouse Private School (BPS), a memorable learning environment for your child and can only do that when any existing problems are brought to our attention. We will do all that we can to ensure that complaints are dealt with seriously and respectfully by all members of our staff and we hope that all others will respect this vital procedure equally.

3. Records:

We will record the progress of each complaint from the moment it is brought to our attention, including details of all actions taken in response to achieve a resolution and the outcomes of those actions. The BPS Administration staff will hold these records and parents can be assured that all concerns and complaints will be treated seriously and confidentially, except where local legal requirements permit access.

4. Stages of Process:**4.1 Informal Stage:**

All concerns should be dealt with informally at first, where possible being resolved by phone or e-mail or else by informal meeting with the child's teacher or other appropriate members of staff - within 48 hours of receiving the complaint. The member of staff will then make a written record of the concern and will take any necessary actions as soon as possible.

4.2 Formal Stage:

If a resolution cannot be reached by informal means then the matter should be put in writing to the Principal. He will then consider the issue and decide on the best course of action. We will endeavour to achieve a resolution within five school days from receiving the formal written

complaint; however, if more time is necessary to look into the matter then all those involved will be fully informed of the appropriate time frame. The Principal considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.

4.3 Complaints Panel:

In the event that a resolution is not reached by formal means, then the complaint may be taken to the School's Board of Governors' Complaints Committee, who will gather all appropriate information relating to the matter and a schedule a meeting as soon as possible, within one working week. Parents will be informed in writing of the date of the meeting. If parents wish to attend, they are entitled to have someone accompany them. Where possible, the Complaints Committee will reach a resolution immediately and where this is not possible, the Committee will consider the matter further and come to a final decision within seven days of their meeting. The Committee will then inform parents and others involved in writing of their decision and any recommendations they have made as a result. At least one person on the panel will be independent of the management and running of the school.

4.4 Taking the matter further:

If the outcome of the complaints panel has not resolved the matter or provided a satisfactory outcome in respect of students, the Board of Governors will make provision for a hearing before a panel appointed by or on behalf of the Board; the panel would consist of at least three people who were not directly involved in the matter(s) detailed in the original complaint. This should happen within one working week.

Parents may contact and log a complaint with ADEK at any stage, although it would be preferable that routes through the school were attempted as fully as possible in advance; ADEK would normally expect that the school has been contacted first and the above procedure followed before referral to them.

5. Monitoring and review:

The BPS Board of Governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The Principal monitors all complaints received and appropriately registered by the school and records how they were resolved.

Each week the school sends details of complaints received to ADEK, using the official ADEK Complaints' Record form. This enables ADEK to have updated records of all complaints received by the school.

The school receives complaints from ADEK and responds to them via the school's ADEK email account; this takes place within three days of receiving a complaint directly from ADEK.

Appendix One: Parental Complaint Flow Chart

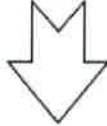
Beaconhouse Private School Parental Complaints procedure:

- All parents are members of the BPS Community and have the right to make a comment or complaint about any services, activities, experiences or the way that they are treated.
- Staff at school and in other services must listen to parental complaints and let them know the outcome.
- If any parents have a complaint about any aspect of the school, they should raise it to the attention at the School Reception, so that it is appropriately lodged as a complaint; it would help if they tried to provide a solution too.
- The Administration Staff will log the complaint and pass it on to the most appropriate person to deal with it in the first instance.

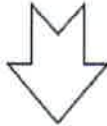
1. Class Teachers



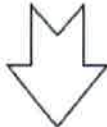
2. Social Worker/Parent Liaison Officer



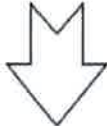
3. Head of Department



4. Principal



5. Board of Governors



6. ADEK



Review Date:	24 November 2023
Next Review Date:	September 2024
Principal's Approval:	
Board Of Governors:	 