

## Communication & Complaints Policy

Ajman Academy is committed to good communication between home and school and to listen to the views of stakeholders in order to improve the services provided.

The guiding principles behind the School's Communication and Complaints Procedure are:

- All complaints/communications are dealt with promptly, effectively, objectively and professionally.
- We aim to respond to concerns and queries in an informal manner and resolve them quickly, sensitively and to the satisfaction of the complainant.
- Communications can be received by telephone, in person and by email.
- The referral guidelines below showing to whom the issue can be referred should be followed.
- Contact with all complainants will be made within two working days. Referral Routes for complaints within two working days.

Referral Routes for Communication and Complaints					
Subject Matter, Homework or the curriculum	Student Well-being, problems between students		School Organisation, Policies, Staff conduct, serious issues	Staff Issues/ Teachers Wellbeing	Wider School Community related issues
Class Teacher or Grade leader for Prim. /Subject Teacher or HOD for Sec.	Class Teacher		Primary/Secondary School Principal	Primary/Secondary School Principal	PR & Communications Manager
PYP Coordinator or MYP Coordinator	Grade Leaders for Prim.	Head of Student Achievement and Wellbeing or Deputy Principal Sec.	HR Manager	HR Manager	Primary/Secondary School Principal
Primary/Secondary School Principal	Primary School Principal	Secondary School Principal	Director	Director	Director
Director	Director	Director			

### Communication with Parents and the Community

Good communication is based on mutual respect. Teachers must take care in all communications with parents both formal and informal, in the workplace. Flippant comments or things said as a joke should be avoided as they can be misinterpreted! Phone calls are acceptable, however whatsapp is not an official means of communication to parents.

As a general rule, staff should avoid engaging in discussions about school issues outside of school. This may well be in breach of confidentiality.

The School Principal should approve all letters and formal communication with parents before being sent home.

Great care should be taken when responding to emails. Teachers should ensure they are following school policy and guidance at all times in accordance with email guidelines.

Any formal response to a complaint by parents will require the grade leader ( or next level of line management ) to be copied in

## Resolving Complaints

At each stage in the procedure, efforts must be made to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again;
- an undertaking to review school policies in light of the complaint.

It may also be the case however that the complaint may not have any substance and is therefore considered to be unfounded or unsubstantiated.

## Timescale

Contact will be made with all complainants upon receiving a complaint through a phone call or an email. The school will provide a full response to a complaint, after a full investigation, within five school days . Where this proves unrealistic, the School Principal or designate will inform the complainant, and give an indication of how long it will take to provide a detailed response.

Complaints regarding school organisation, school policies, staff conduct and conduct of the Principal may follow a more formal route.

If the informal steps did not lead to a satisfactory outcome, formal procedures may be followed:

### 1. Formal Complaints

- 1- Formal complaints must be in writing and must be referred in the first instance to the School Principal (Primary/ Secondary), or HR Manager (depending on the issue).
- 2- If the parent has any supporting evidence or emails, it can be attached to the original complaint.
- 3- The Principal will start the investigation and complaint procedures and get back to the parent within five working days.
- 4- A complaint log will be created and updated regularly by the school principal or designate
- 5- The Complaints Log will be reviewed on a regular basis by the Director to see if changes in procedures need to be made.

### 2. Procedure in Operation

- a) Formal complaints can be submitted to School Principals or the HR Manager.
- b) Complaint Log shall be updated on the same day of receiving the complaint by the Principal.
- c) The Principal will acknowledge receiving the complaint from the parent and informing them that the processing time will be five school days.
- d) School Principals shall inform HR Manager & School Director about the complaint on the same day as receiving the complaint.
- e) If the School Principal feels that the time frame is not sufficient, he / she shall send a holding email to the parent as appropriate.
- f) School Principal and HR Manager shall interview staff members, where appropriate, to discuss the complaint.
- g) A written signed record of minutes of all meetings shall be signed and distributed to all attendees.
- h) The School Principal will produce a written response to the parent within 5 days of the meeting, however he/she may wish to meet with the parent to discuss/resolve the matter before

confirming the outcome in writing.

- i) Interviews records, responses to parents, the decision made and any action taken should be forwarded to the HR Manager and placed in the employee's file.
- j) If the School Principal cannot investigate the complaint objectively, or the complainant is dissatisfied with the School Principal's response, the Director must be informed.
- k) Complainants who remain dissatisfied following the investigations of the complaint by the School Principal will be given the opportunity to put their complaint to the HR Manager and the Director of School.
- l) Disciplinary policy will be followed based on the outcome of the formal procedures

### **3. Investigating Complaints**

The HR Manager should follow the process below:

- a) Review the complaint log on regular basis
- b) Attend any meetings with the staff, as appropriate
- c) Keep a copy of all the records and investigations
- d) Follow the disciplinary procedures, as appropriate
- e) Parent Complaint Form to be completed by School Principal after the investigation has been completed. This form will be forwarded to HR Manager to be placed into the Complaints File / Staff Personnel File, along with any supporting evidence.

*Most complaints are best dealt with informally.*

### Parent Complaint Form

Date of Complaint:		Time:	
Reported by:		Incident Date:	

Student Name:			
Year Level:			

Details of Complaint:

Action Taken:

School Principal  
Signature

HR Manager  
Signature

School Director  
Signature

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