



مدرسة الدوحة البريطانية
DOHA BRITISH SCHOOL

Complaints Policy



Last Review: September 2021

Next Review: June 2022

Reviewer: Policy Committee





Introduction

At DBS we endeavor to ensure that our school provides the very best education for all our children. However, we acknowledge that parents may have grievances over specific matters that may result in a complaint. The following policy sets out the procedure that DBS follows in such cases.

Aims and Objectives

DBS aims to be fair, open and adhere to our core values when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We endeavor to provide sufficient opportunity for any complaint to be fully discussed, and then resolved. A complaint and all associated records will remain confidential with the particular members of staff dealing with the complaint until it is necessary to address the complaint from Step 2 onwards.

The Complaints Process

How to share a concern:

Step 1

If a parent is concerned about anything to do with the education that DBS is providing, they must in the first instance, discuss the matter with their child's class teacher or form tutor. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress. They always want to know if there is a problem, so that they can take action before the problem seriously affects the child's learning. It is important that the parent makes an appointment to meet with the class teacher/form tutor rather than post any complaint on Social Networking sites or discussing with other parents. We endeavour to acknowledge any parental complaints within 48 hours.

Step 2: What to do if the matter is not resolved through informal discussion

Where a parent feels that a situation has not been resolved through contact with the class teacher/form tutor, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it first of all with the Progress Leader in Primary or House/Subject Leader in Secondary. If the complaint is related to the 6th Form this should go directly to the Head of Post 16. In



the event that the situation cannot be resolved, then the parent may contact a member of the school's Senior Leadership team. The Senior Leaders of DBS consider any such complaint very seriously and investigate each case thoroughly. We hope that most complaints escalated to this level will be resolved at this stage. We endeavour to acknowledge any parental complaints within 48 hours.

Step 3: Sharing a concern about the School Leadership Team or Principal

Should a parent have a complaint about the School Leadership Team, they should arrange a meeting with the Head of Primary or Secondary School in the first instance. If the matter remains unresolved then this should be escalated to the Principal.

Step 4: How to take the matter further with the Board of Governors

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Board of Governors (Board). This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the admin school office lise.jager@dohabritishschool.com. The parent may choose to bring an accompanying adult to the hearing.

The Board endeavors to consider all written complaints within three weeks of receipt. The complaint will be acknowledged in writing by, or on behalf of, the Chair of the Board. The Chair of the Board will need to consider whether the investigation can be completed by the Principal (who will already have been involved), the Chair themselves, or whether by the Board.

After hearing all of the evidence, the Board will consider its decision and inform the parent about it in writing within 1 week of the meeting. Complainants can be reassured that all communications relating to complaints, whether verbal or written, will be treated in the strictest confidence.



Thank you