



California America School

Complaint & Feedback Policy

Review No.	Description of Change	Review by	Date of Issue
1	Adoption of Policy	CAS Administration	April 2019
2	Revision of Policy due to COVID 19 PANDEMIC	CAS Administration	March 2020
3	Revision of Policy due to PSRPG by ADEK	CAS Administration	October 2022
4	Update and Review	CAS Administration	August 2023



CAS School believes that pupils and parents are entitled to expect courteous and prompt, careful attention to their needs, views, opinions and wishes. We take seriously any complaints and concerns that may arise which involve a child, parent or staff member. We also welcome suggestions and feedback on how to improve our school.

We give prompt and serious attention to any areas of dissatisfaction. We anticipate that most concerns will be resolved quickly by approaching the appropriate member of staff. If this does not achieve the desired result, we have a procedure for dealing with concerns.

Aims

- To provide clear guidelines for all stakeholders
- To ensure a safe environment
- To promote an environment of trust

The culture of the School is open and complaints are received in a positive manner. If a parent is in doubt about whether or not to raise a concern, we would encourage them to contact the School, as we are here to help. We would ask, however, that together the school and parents present a united front in order to avoid any child receiving potentially confusing or conflicting messages. We aim to bring all concerns about the running of the School to a satisfactory conclusion for all parties involved, to ensure a good quality of service for pupils and parents, to provide the best practice while following legislation, to guarantee transparency through open communication with parents and staff alike, and to maintain a good working relationship between everyone involved with the school. We will make every effort to resolve any issues within our setting.

Confidentiality

Confidentiality is vital. All conversations and correspondence will be treated with discretion and respect. The subject of the communication including any personal information will only be shared between staff on a 'need to know' basis. Knowledge of such will be limited to the principal and/or the Social Worker (Primary or Secondary) and those who may be directly involved. It is the School's policy that complaints made by parents will not have any adverse effect on their children in any way. In the event of some complaints it may be necessary to involve a third party, such as government authorities and/or the police, and should this be deemed appropriate, the School will ensure the complainant is also aware of this referral at the time.

Procedures for Making a Complaint to School

❖ **Stage 1: Informal**

The vast majority of concerns and complaints can be dealt with informally. There are many occasions where concerns are resolved straight away without the need to submit a formal complaint. Indeed, many concerns raised at this stage might not be classified as complaints.

Any party contacting the School may choose to contact the Principal or Social Worker directly of their own accord. In these cases, it will be at the discretion of the Principal as to whether or not to direct them to the particular staff member first.

Please refer to the Parent Complaint flowchart at the end of this policy.

All concerns at this stage must be resolved or moved to the next stage within 48 hours. Most complaints should be resolved amicably and informally at this stage. If the individual is dissatisfied with the response they have been given and would like to take their complaint further, they should be referred to the school's complaints procedure and advised how to escalate their complaint to the next stage.

❖ **Stage 2: Formal**

All complaints that reach stage 2 should come in writing and must be logged in the 'School's complaint folder'.

Before proceeding with a formal investigation, A member of the Senior Leadership Team will meet with the individual and discuss their concerns and wishes. It may still be appropriate and satisfactory to reach an informal resolution at this point. If not, the member of the Senior Leadership Team will proceed in accordance with the complaints policy and will advise the parents accordingly.

At this stage, all communications between parties need to be carefully recorded and monitored with the following information and using the **Formal Complaint Form**. All concerns at this stage must be resolved or moved to the next stage within 48 hours.

Submitting a formal complaint

1. The social worker should formally acknowledge the complaint within 24 hours of receiving it and begin an investigation.
2. The social worker will need to investigate the complaint and review any relevant documentation and information. If necessary, they will interview witnesses and take statements from those involved. If the complaint involves a pupil, the pupil will also usually be questioned.
3. When the investigation into the complaint is completed, The social worker will meet with the parents to discuss the outcome within 5 working days of the acknowledgement. The opportunity to meet and discuss the outcome of the investigations with the complainant should be offered at a mutually convenient time. Minutes of the meeting should be recorded (by a third party) during this session, and an agreed written record of the discussion will be shared afterwards.

The minutes should record whether or not the complaint has been upheld, the reasons why, and what action (if any) will be taken. All of the parties present at the meeting should sign the minutes and receive a copy. A copy should also be sent to the School Principal.

A record of the written complaint from parents and the summative points from the meeting shall be kept in the following files:

- a) in the student's personal file if it is related to the student only;
- b) in the Social Worker files.

❖ *Stage 3: Referral to School Board of Governors - Final Stage*

In the event that the complainant remains dissatisfied with the outcome of the School's investigation, the matter may be referred to the School Governors. The members of the School Panel will request a full report from the Social Worker along with all relevant documents. The School Governors will acknowledge within 24 hours of receipt of the referral that the complaint is being reviewed and he/she will ask the parent if they wish to add further details for consideration no later than 5 working days after the acknowledgement.

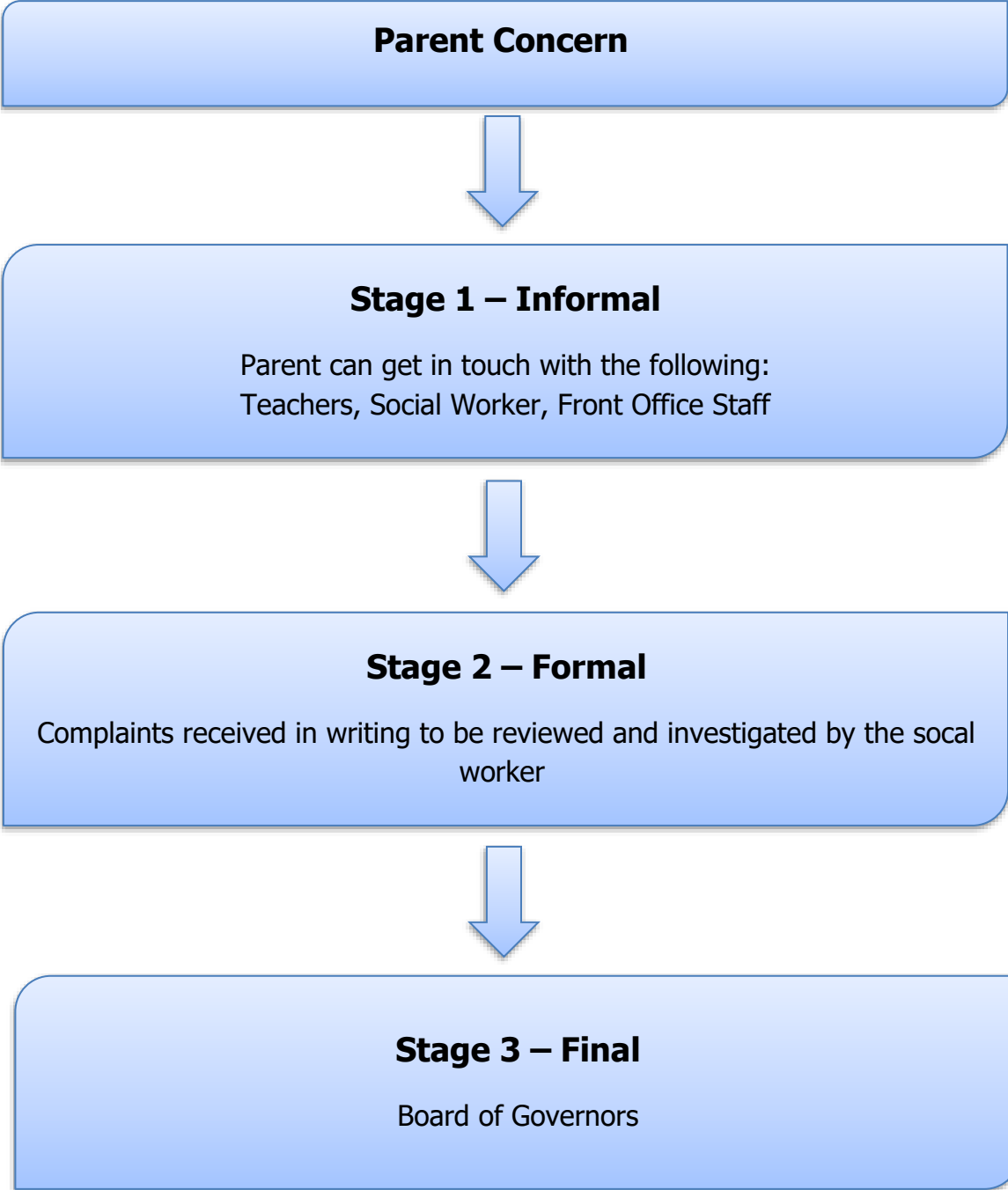
The parent will be invited to attend the Governors meeting along with one other person. A member of the School Governors will submit the Governor's findings in writing within ten (10) working days from the date of the panel hearing.

All of the results and findings from the Governors meeting will be made available in writing and will be kept on file for future reference/inspection.

CAS Complaint committees

- School Senior Leadership Team.
- Social Worker.
- SOD Department.

Parent Complaint Flowchart



School Feedback Email: CASFeedBack@casschool-uae.com

Complaints by Phone: 02 5861133