REPTON
AL BARSHA

Raising Queries, Concerns and Complaints

DOCUMENT CONTROL			
Document title	Raising Queries, Concerns and Complaints	**Reference**	RAB-PAS-016
Owner	Deputy Head Pastoral	**Approved by**	Principal, on behalf of SLT
Date reviewed	August 2026	**Next review**	August 2027
Status	Statutory — KHDA requirement	**Applies to**	All parents, carers and stakeholders raising a query, concern or complaint
Related documents	Parent Code of Conduct; Parent Communication; Friends of Repton WhatsApp Guidelines; Anti-Bullying; Safeguarding Policy		
Regulatory framework	KHDA regulations and complaints procedures; Cognita complaints standards; Cognita complaints standards		

Rationale

Repton Al Barsha prides itself not only on the quality of its teaching and wraparound care, but also in the way that positive, productive partnerships with parents and other stakeholders are cultivated. The school encourages frequent, informal dialogue between teachers and parents to address most queries and concerns about a pupil or about school life.

'Complaints' are often borne of the desire for change and can be destructive to the success of a partnership. The school is committed to making positive but manageable changes and working in partnership with parents and other stakeholders to achieve this.

Aims of this policy:

- To address queries, concerns and complaints regarding the school or any individual connected with the school by following correct procedures
- To encourage all parents to acknowledge **the form/subject teacher as the first point of contact**, so as to bring about a resolution by informal means wherever possible
- To encourage an awareness of the need for rigorous procedures and policies within an educational setting where children are at the core of staff members' responsibility and attention
- To respond to all queries, concerns and complaints thoroughly, within 24 hours and with an open, honest, realistic and fair approach

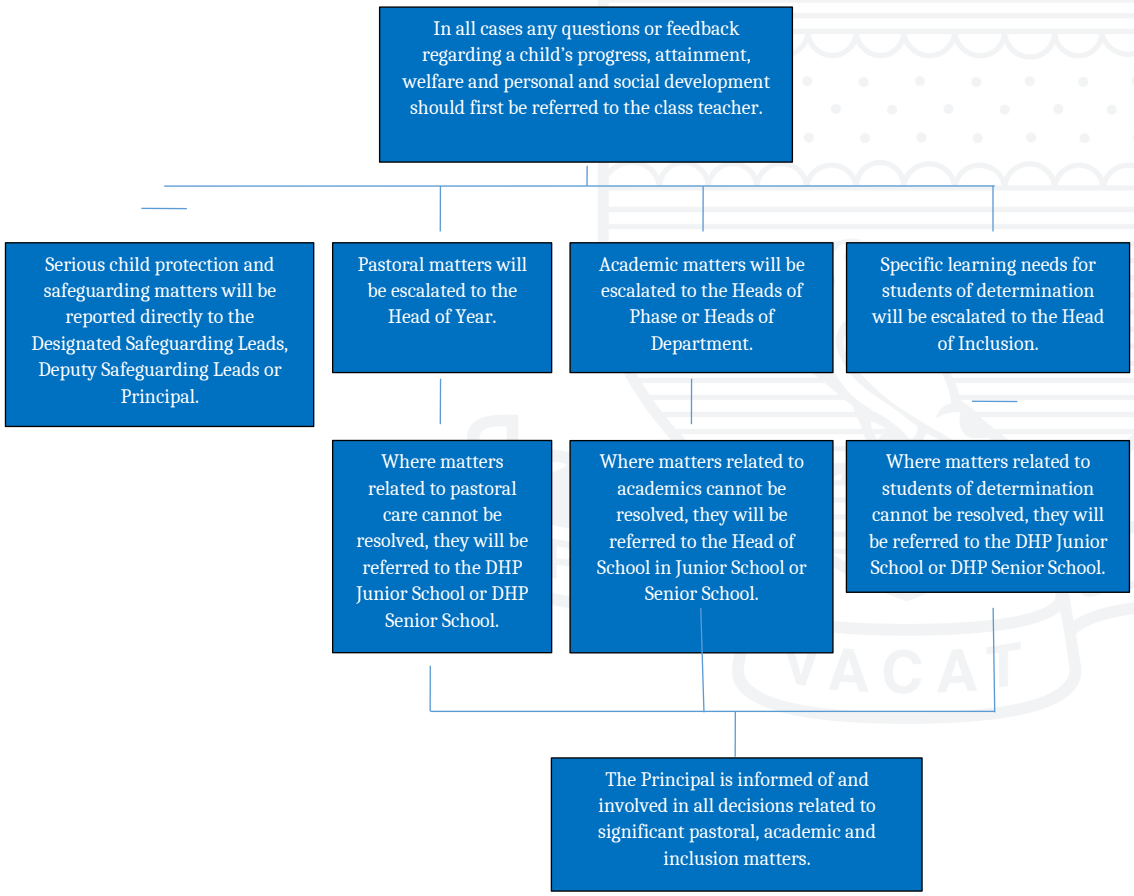
This policy should not be used for:

- Staff grievances

- Complaints about the actions of another parent, unless the parent in question has committed an action in breach of safeguarding policy during school hours

Should any parent or stakeholder have a query, concern or complaint, the correct procedure to follow is outlined below:

Procedure for Raising Queries, Concerns and Complaints



REPTON
AL BARSHA

Involving the Principal

If, after all of the previous steps, the query, concern or complaint has not been satisfactorily dealt with over a period of no longer than 10 days, the complainant should record the details in writing and be addressed to the Principal. The Principal will seek to clarify that stages 1-4 have been followed. If the correct procedure has been followed but no resolution has been reached, a meeting will be arranged within 48 hours.

Further action:

I. The Principal will keep written records of all meetings and interviews held in relation to the complaint and will decide whether or not the complaint proceeds to a panel hearing
II. Once the Principal is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision within 7 days.
III. Parents will be informed of the decision in writing, sent by electronic means or given to the complainant. The Principal will also give reasons for her/his decision.

Referral to the Complaints Panel

If parents/stakeholders are still not satisfied with the decision, the Principal may refer the matter to the Chairman of Governors, who may decide to invoke a meeting of the Complaints Panel.

If the matter is deemed appropriate for a Complaint Panel hearing, the following procedure will be followed:

I. A meeting of the Complaints Panel will be arranged within 14 days. The Panel will consist of three people: two Governors who are not associated with the complaint or relating issues and an independent member with no association with the running of the School. The Complaints Panel members are appointed by the Chairman of Governors.
II. The Chairman will then acknowledge the complaint and schedule a hearing, involving the parents to take place as soon as is practicable normally within 14 days.
III. The parents may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
IV. After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within 7 days of the Hearing. The Panel will write to the parents informing them of its decision and the reasons for it.

The decision of the Panel will be final. The Panel's findings and, if any, recommendations will be sent in writing to the parents, the Principal, the Governors and, where relevant, the person(s) complained of.

REPTON
AL BARSHA

Parents are assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the school by KHDA regulations and complaints procedures; where disclosure is required in the course of the school's inspection; or where any other legal obligation prevails.