

## Parents Complaints Policy

### **PURPOSE OF THIS POLICY**

The purpose of this policy is to ensure that:

- Families understand how their complaint is managed.
- The school demonstrates how it responds to complaints in a fair, effective and efficient manner.

### **COMPLAINT MANAGEMENT CONDUCT**

When addressing a complaint, all parties are expected to:

- be considerate of each other's views and respect each other's role
- be resolution focused
- act in good faith and cooperation
- behave with respect and politeness
- respect the privacy and confidentiality of those involved, as appropriate
- Operate within and seek reasonable resolutions that comply with any applicable law and school policy.

### **ROLE OF THE SCHOOL**

- ✚ He Emirates Falcon International Private School will handle complaints on a range of matters. Complaints are best addressed in an environment where families feel able to speak up about issues concerning the education, safety and welfare of students.
- ✚ Schools treat concerns seriously and welcome opportunities raised through complaints to change or improve practices and learning opportunities for students.
- ✚ The principal/ vice principal is responsible for the efficient and effective organization, management and administration of handling the complaints processes.

### **THE SCHOOL WILL:**

- Always consider its duty of care to the student or students involved in the complaint
- Ensure teachers are advised about the complaint where appropriate
- Develop and discuss complaints procedures for the school which explains the processes at the school for raising concerns or complaints including:
  - Who to contact to raise a concern or complaint at the school
  - Actions upon receipt of a complaint
  - Timeframes for acknowledgement and resolution of a complaint

- Expected outcomes
- Keep a written record of serious, considerable or unusual complaints that require resolution actions and document all steps taken to achieve agreement
- Train all school staff on the school's complaint-handling procedures and provide development opportunities on complaint management.

**Where appropriate the principal:**

- + May arrange a meeting with the complainant, teacher/s and/or vice principal
- + Discusses the school's findings with the complainant in an attempt to reach an agreed resolution
- + Communicates to the complainant steps they have taken or intend to take to prevent a similar incident or issue from occurring again.
- + Maintains confidentiality
- + Balances the rights and responsibilities of all parties
- + Ensures all parties are aware of their right to advocacy
- + Acts in a manner that seeks to achieve an outcome acceptable to all parties.