



# COMPLAINT POLICY

## EY DEPARTMENT ACADEMIC SERVICES

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**1. Version Control**

Revision/ Version #	Effective Date	Reason for Change	Ownership
1.0	01.09.2015	First release	EY Principal (Amendments to be made in policy by the owner)
2.0	01.09.2018	Second release as per change in process flows	
3.0	01.09.2020	Third release as per change in process flows	

**2. Policy Applicability**

This policy applies to all EY branches of EPG. All EPG employees, without exceptions, are required to: 1) be aware of all EPG policies; and 2) understand them. It is intended to act as a resource that will be useful in the daily operation of our schools and influences practice and decision-making in the school. EY Principal and Vice Principals are responsible for the implementation of the above.

### 33. EPG Vision, Mission, Motto and Values

**Our Vision:** EPG enables children to be the best they can be.

**Our Mission:** We provide affordable high quality education, enabling children to become bilingual lifelong learners and valuable global citizens in a rapidly changing multicultural world. We build learning communities and provide safe, inclusive, collaborative environments. We partner with parents to nurture the development of the whole child, emphasising communication, critical thinking, creativity, collaboration and compassion. We value individual and cultural differences, celebrating Arabic and Islamic values.

**Our Motto:** Educate, Pioneer, Grow

**Our Values:** EPG values are embedded throughout the organisation.

- To promote EPG core values of care, honesty, tolerance, trust, compassion and respect among the EPG community.
- To provide contemporary learning opportunities for all stakeholders.
- To nurture and support all children so that they achieve their potential in all areas of learning: social, intellectual, physical, emotional and spiritual.
- To equip children with the skills, knowledge and understanding to become creative and independent thinkers, responsible citizens and life-long learners.
- To provide a broad and balanced curriculum with an emphasis on literacy and numeracy.
- To deliver learning activities which stimulate curiosity, enquiry, reflection, challenge and innovation.
- To develop and maintain welcoming, child-friendly facilities and environments.
- To ensure that all members of the school community feel that they and their contributions are valued.

## Complaint Policy

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### 4. Context

This document sets out the policy for dealing with comments, grievances and complaints from parents. This policy should be used for:

- Complaints relating to the education of a child
- Complaints about the care or health and safety of a child
- Complaints about the school's operational arrangements.

This policy is limited to matters which can be investigated and therefore complaints should relate to matters which have occurred within the last 6 months.

This Policy should not be used for:

- Complaints by staff relating to grievances about their employment
- Complaints about the actions of another parent
- Issues between the school and community

The Complaints Policy and Procedure are publicised to all stakeholders through:

- Information provided to new parents when their children join the school
- Parent handbook
- School website
- Copy of policy and procedure on display in school reception area.

### 5. Objectives

EPG believes there should be a clear and understandable procedure for parents to raise complaints and to deal with complaints relating to the school or the services the school provides.

The School's Guiding Statements are concerned with meeting the needs of children, parents and other stakeholders. EPG encourages feedback as an important element of self-evaluation and raising standards. All stakeholders should feel that their concerns or complaints can be voiced and will be considered seriously.

The school takes informal concerns seriously and aims to resolve them at the earliest stage in order to prevent them from becoming formal complaints.

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The underlying principle is that concerns will be handled as far as possible, without the need for formal procedures. The requirement to have a complaints procedure will not in any way undermine efforts to resolve the concern informally. Staff will endeavor to resolve issues immediately. Formal procedures will be invoked when initial attempts to resolve the issue are unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

### 6. Procedures, Roles and Responsibilities

This section of the policy explains the complaints procedure providing more details, roles and responsibilities and the complaints process.

The complaint procedure will:

- Encourage resolution of problems by informal means wherever possible
- Be easily accessible and publicized
- Be easy to understand and use
- Be impartial
- Be non-adversarial
- Allow swift handling with established time-limits for action and keeping people informed of the progress
- Ensure a full and fair investigation by an independent panel where necessary
- Respect people's desire for confidentiality
- Address all points at issue and provide an effective response and appropriate redress, where necessary
- Provide information to the school's senior management team so that services can be improved

#### 6.1 Posting Complaints

Currently, concerns or complaints may be raised in one or a number of the following ways:

- Parents make a complaint via the Hotline which is submitted to the Branch and recoded by EY Central.
- Parents call or send an email to the Branch.
- Parents inform Ministry and the latter notifies Branch and/or EY Central.

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### 6.2 Reporting Complaints

- Staff who received the complaint must inform the Branch Manager about the complaint. The BM will handle the complaint in the first instance. This will be monitored and recorded on the SDR and via QAM. Some cases may be directed to EYP.
- All relevant student information and details of the concern are gathered from the parent.
- Concerned departments should be informed based on the nature of the concern for proper investigation of the concern.
- SDR is used to post parents' complaints.

### 6.3 Processing Complaints

#### 6.3.1 Handling Parent's Complaint – Branch Level

- The Student Support Worker will make an appointment for the parent to meet the relevant member of staff (Branch Manager, EYVP, EYP, CSM, QAM) within 24 hours to discuss the complaint. The "relevant member of staff" will be dependent on the nature and severity of the complaint.

##### ***Stage One (Informal)***

- The complaint is heard by the relevant member of staff (Student Support Worker or Branch Manager)

##### ***Stage Two (Informal)***

- If unresolved by the Student Support Worker or Branch Manager, the complaint is heard by the Customer Service Manager or EYVP within 24 hours.

##### ***Stage Three (Informal)***

- If unresolved by the Customer Service Manager or EYVP, the QAM/EYP should be contacted on the same day. The complaint is heard by the QAM/EYP within 24 hours or at the parents' convenience.

##### ***Stage Four (Formal)***

- If unresolved by the QAM/EYP, the complaint is heard by Chief Operating Officer and a member of the Board (Deputy Managing Director / Managing Director / Chairman).

##### ***Stage Five (Formal)***

- If unresolved, all persons involved, including the parents to attend a meeting to resolve the issue. A neutral party from outside the school *could* be involved in this process.

*\* A meeting log is opened and throughout the process, all meetings are logged and signed by both parties.*



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*\*Branch Manager must ensure that all complaints are logged in eforms under Complaint Process for Management's reference.*

*\* If, at any stage of the process, the complainant starts legal action in relation to the matters under consideration, the complaints process will automatically cease, and all further correspondence will be with the School's legal representatives.*

### 6.3.2 Handling Parent's Complaint – Head Office/EPG Hotline

#### **Stage One**

- SLO/Hotline team will inform the branch regarding the complaint. Student Support Worker or Branch Manager will gather information relating to the concern. Branch Manager will contact the parent within 24 hours to discuss the concern and resolve the issue. Meeting log should be sent to SLO.
- SLO notifies Chief Operating Officer regarding the complaint received in the Head Office.

#### **Stage Two**

- If unresolved by the Branch Manager, the Customer Service Manager should be contacted on the same day. Meeting log should be sent to SLO.

#### **Stage Three**

- If unresolved by the Customer Service Manager, then the QAM/EYP will attend to the complaint on the same day or at the parents' convenience. Meeting log should be sent to SLO.

#### **Stage Four (Formal)**

- If unresolved by the QAM/EYP, SLO will raise the complaint to Chief Operating Officer and Member/s of the Board (Deputy Managing Director / Managing Director / Chairman).

#### **Stage Five (Formal)**

- If unresolved, all persons involved, including the parents to attend a meeting to resolve the issue. A neutral party from outside the school *could* be involved in this process.

*\* A meeting log is opened and throughout the process, all meetings are logged and signed by both parties.*

*\*Branch Manager must ensure that all complaints are logged in eforms under Complaint Process for Management's reference.*

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*\* If, at any stage of the process, the complainant starts legal action in relation to the matters under consideration, the complaints process will automatically cease, and all further correspondence will be with the School's legal representatives.*

### 6.4 Tips in Handling Parents' Complaints

Remember to:

- Greet the parent/s with a smile.
- Be confident but polite.
- Be prepared. If possible, all relevant documents should have been prepared in advance and notes made on what to discuss.
- Address all queries of the parent/s in a tactful and professional manner at all times.
- Reassure them that an investigation is taking place and that we will contact them as soon as we have further information if they are not satisfied with the information shared.
- The school brochure contains a lot of information about the school and may guide you in answering certain parent queries.
- If you are not sure of the answer to provide the parent with, inform them that you will get back to them by getting the name of the child and the mobile number of the parent.
- Ensure that the concern or query will be addressed immediately the next day by informing the relevant staff and asking her to call the parent right away.
- If the parent is expressing a concern, pacify the parent by listening to his/her concern. Tell the parent that the relevant staff (if you are not the one, and the person is not around) will get back to them immediately. Get the child's name and the parent's phone number. You may also note down a few details of the concern. Ask the relevant staff to address the concern immediately.
- If the parent is uncontrollable and insists to talk to the management, call QAM and inform her of the situation. You may give the parent a chance to talk to her through phone or wait the next day to meet with her.

## Complaint Policy

### 7. Responsibility Matrix

Process	Responsibility	Accountability	Consult/Approve	Inform
Handling Parent's Complaint – Branch Level	BM	BM/EYVP/QAM/CSM EYP/ASM	Board of Director (MD, Chairman)	SLO
Handling Parent's Complaint (HO)	BM/SLO	BM/EYVP/QAM/CSM EYP/ASM	Board of Director (MD, Chairman)	SLO

### 8. Confidentiality

All documentation regarding formal complaints (including notes of any related meetings and telephone calls), the action taken and the final outcome will be recorded in a file kept in a secure location with the Academic Services Office/Head Office, and may be available upon request after Management's approval.

### 9. Monitoring and Evaluation

The policy shall be reviewed and updated annually at the beginning of April by the Department Head.

The Board will review any complaints at the end of each term. The monitoring of the complaints is a useful tool in evaluating the school's performance, and will contribute to school improvement. Any underlying issues identified will be addressed.

### 10. Complaint Policy - Processes

[EY-PRO-01A Handling Parent's Complaint – Branch Level](#)

[EY-PRO-01B Handling Parent's Complaint \(HO\)](#)

### 11. Complaint Policy - Forms

[EY-FORM-01 Client Complaint Form](#)