



DBIS PROCEDURES ON COMPLAINTS REDRESSAL

A grievance is any discontent or dissatisfaction, whether expressed or not, whether valid or not, arising out of anything connected with DBIS that a student/s, parent/s, guardians, staff thinks, believes, or even feels, is unfair, unjust or inequitable. Once communicated, a grievance may be termed as a complaint.

At DBIS we welcome suggestions and comments from parents and take any complaint and concern that they may raise, very seriously. We encourage parents to bring these to our attention as early as possible so that we have the opportunity to rectify a problem or convey the school's position before a complaint becomes a serious concern. A complaint will be treated as an expression of genuine dissatisfaction; to which we will respond.

All staff endeavour to listen to what parents and stakeholders are saying and to work in partnership to resolve any problems or concerns. The school recognises that a student's education will be enhanced by the wholehearted support of parents and appropriate accessibility to its staffing body, Middle and Senior Leadership Team.

Philosophy:

This policy and procedure aims to reassure parents and others with an interest in the school that any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution; and the school recognises that the willingness to listen to questions and criticism and to respond positively, can lead to improvements in school practices and provision for pupils.

Objective:

Our objective is to provide a secure, calm and welcoming environment for students and staff. We recognise that these aspirations can only be achieved by the wholehearted commitment and support of the entire school community. Occasionally, situations will occur which prevent the fulfilment of those aims and give cause for complaint. In order to provide a speedy redressal, the school has adopted a Complaints Procedure Policy.

Principles of the procedure:

To ensure the complaints process is effective, the following principles are applied throughout the complaints process and provide a framework for communication between stakeholders and the staff.

Fairness – we aim to have a fair complaints procedure that ensures everyone is treated equally.

Courtesy – all communication in relation to this procedure should be based on mutual respect, trust and courtesy.

Accessibility – we aim to have a complaints procedure that is easy to understand, easy to access and well publicized.

Timeliness – we aim to ensure that all complaints are dealt with in a timely manner. **Effectiveness** – the complaints procedure is monitored and reviewed to ensure it continues to be effective.

Attentiveness – you will be given every opportunity to put forward your complaint, and you can be assured that we are listening. We will update you on the process and status of your complaint as appropriate.

Types of complaints:

Informal Complaint & Informal resolution (of complaint) are those complaints and resolutions, where the grievance is communicated verbally and settled to complainant's satisfaction. No records are required in this category.

Formal complaints & Formal resolution are complaints which are communicated in writing and resolved. These are records in the DBIS Grievance Register (DBIS-GR) maintained for the purpose in the Principal's Office.

Complaints involving incidents that happened more than one calendar year with insufficient information or evidence will not be addressed. (time barred, unless it is grievous in nature and merits attention)

Anonymous communication, in which the identity of the complainant is not known (complaint notes dropped in Complaint Drop Boxes provided). These complaints are to be considered as formal complaints and require formal resolutions.

Identity known communication: The identity of the complainant is known.

Additional Provisions:

Complaint drop boxes (CDBs) are provided at locations convenient to all stakeholders, these drop boxes are under lock and key protection and as far as possible located in an area free from any form of surveillance. The CDBs shall be opened at least once every calendar week in the presence of HR & Admin representatives and complaint notes retrieved.

How should I complain?

Parents who have a concern or grievance, should formally raise them in the first instance with their child's Homeroom teacher by letter, email, telephone or by verbally requesting a meeting. If the parent is not satisfied with the response of the Homeroom teacher or feel that the matter is sufficiently sensitive or serious, they should contact the respective section Coordinator who will then be able to liaise with relevant staff, put the parent in contact with the appropriate member of the Senior Management Team or refer the parent directly to the Head of School.

Parents may feel that they should contact the Head of School directly, especially on a matter of great importance or sensitivity, however, matters usually have to be referred back to the respective Coordinator, therefore it is best to seek his/her advice in the first instance. Parents can also write directly to the Principal if the matter is of serious concern, although the issue would still have to be referred back to and discussed with appropriate members of the School Management Team.

The collective grievances of a grade may also be raised through the class representative who would then bring it to the notice of Core team members at an official monthly PTA meeting. The minutes will be shared by the School Principal and the decision communicated to the PTA body on the action taken by the school team about the complaint raised.

Scope of complaints:

All concerns impacting student's Learning and Teaching Behaviour, Emotional & Social Wellbeing or Support

Informal Stage of the Complaints Procedure:

Initial complaint to be directed to the homeroom teacher. The member of staff will discuss the issue with the parent and those involved in school, with the aim of resolving the complaint as soon as possible. The parent will be informed of the outcome of the investigation and what action, if any, the school proposes to take.

Formal Stage of the Complaints Procedure:

Stage 1: Referral for further investigation.

- If the informal process has been exhausted and no satisfactory solution has been found, the parent will be asked by the member of staff dealing with the complaint whether they wish the complaint to be considered formally at this stage of the procedure. If wishing to proceed with the complaint, the parent will be invited to put the complaint in writing to the Head of Department to be resolved and feedback provided.

- If the parent still remains dissatisfied, they will be advised that, for escalation to the next level, they must notify the Coordinator and / or the Principal in writing, who will be responsible for investigation and feedback and final resolution.
- The Principal will then ensure that the parent is provided the opportunity of escalation to the Complaints Panel at Stage 2 of this Procedure

Stage 2: Review by a Grievance committee (Complaints Panel)

- When and if the need arises, a Grievance committee will consider complaints at this stage. A letter by the Principal will inform the parent that the complaint will be heard by a Grievance committee
- The Principal's office will send a copy of the letter of acknowledgement of the complaint to the Grievance Committee and/or Headteacher and request a written report in response to the complaint.
- The Principal will then convene a Grievance Committee meeting, having consulted with all parties on convenient times. The date, time and venue for the meeting will then be confirmed within reasonable time.
- The names of all parties to attend the meeting and all relevant documents to be referred to at the meeting will also be provided by the Chair of the Grievance Committee to: the parent, and each panel member.
- A written decision stating the outcome will be sent to the parent and the Principal and the Coordinator by the Chair of the Complaints Panel. The letter will explain that the decision of the Complaints Panel is final and that there is no subsequent appeal process.

Confidentiality:

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the Head of School and those directly involved. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way and no complainant shall be victimised or discriminated against in followup of his / her reported complaints.

Pupil complaints, concerns and counselling procedures:

The principles which apply to parental complaints also apply to complaints and concerns from pupils. However, there are differences in approach. We believe that it is important that our pupils should be able to raise concerns with any member of staff with whom they feel comfortable. Pupils may also use the email system to make their homeroom teacher or respective member of staff aware of their concerns in a confidential manner.

Pupils may also raise concerns to the School Counsellor. At the start of each year, the homeroom teacher will explain these procedures to their pupils and students in a manner appropriate to their age. The School is determined to ensure that all pupils know to whom they can turn to in case of a concern. Every classroom and student handbook has a flow chart of persons the students can speak to, to address their concerns.

Responsibilities – Staff

- To understand the importance of handling and resolving the initial complaint and ensuring a resolution is found to satisfy the complainant and to avoid further escalation.
- To ensure the recording of complaints, implemented actions and those relevant line managers are involved in any escalation of complaints.
- To ensure the relevant member of the Senior Leadership Team is involved immediately where a complaint escalates beyond their ability to offer an acceptable resolution.

Monitoring and Recording:

- The number of formal complaints per term should be an indicator of how the school is meeting the needs of its students and addressing customer satisfaction. Zero complaints could be a red flag that needs to be raised with the coordinator and management.
- Patterns and trends should be highlighted by the Senior Leadership Team and proactive actions should take place to prevent re-occurrence.
- Recording of complaints will be kept by the Principal's office for review should an escalation be required.

DBIS strongly discourages grievances published on public forums (such as facebook, twitter etc.).

Complaints / Redressal Procedures Flowchart

