

Mission statement

An ever-evolving experience for ever-evolving learners.

At GEMS Jumeirah Primary School, we recognise the uniqueness of each child through a programme of learning that promotes challenge and personalised education at all levels. Through this, we encourage creative and critical thinking alongside stimulating and meaningful experiences.

We continually aim to provide an inclusive, enabling environment which empowers all children to achieve.

Our curriculum celebrates the diversity within our school and equips our children with the skills and attributes required to become active citizens in our international community.

Our school strives to create a nurturing environment with strong, open and positive partnerships between adults, children and the wider community that ensures the well-being of all.

Introduction

The JPS Complaints Policy recognizes that complaints are most successfully resolved when they are resolved as quickly and informally as possible.

Purpose of Policy

The purpose of the policy is to rectify any perceived injustice so that JPS and its community work together in a manner that is fair and transparent to all.

Aims and objectives:

- To resolve any difficulties or perceived difficulties or complaints;
- To provide a framework for the resolution of any disputes or complaints;
- To provide a timeframe for the resolution of such disputes.

Procedure:

If a parent has a complaint or concern, it should first be brought to the attention of the class teacher or the subject teacher as appropriate, unless it is about that person. The class teacher or subject teacher has a responsibility to respond to the complainant within twenty four hours in the first instance, although a more detailed response may take longer.

If the complaint is not successfully resolved informally at this level, or is about a class teacher or subject teacher, then the parent shall escalate the complaint to the Head of Year or Subject Leader as appropriate.

If the complaint is of a more serious nature or still not resolved, then it should be brought to the attention of the Principal or a member of the Senior Leadership Team, who will be acting on the Principal's behalf. If the complaint is about the Principal or has not been successfully resolved by the Principal then it should be taken to GEMS Corporate Office.

Guidance for staff dealing with a complaint in the first instance:

If a complaint is received, all staff are required to follow the steps listed below and ensure full details are relayed to the Year Leader/Subject Leader without delay; in more serious cases, or where there has been the escalation of a complaint, then it should be brought to the Principal or a member of the Leadership Team.

- Listen to the complaint and seek permission to make notes if appropriate.
- Never implicitly or explicitly criticise other members of the JPS staff or school policies (it is better to say nothing even if the complaint appears justified).
- Do not try to mediate or negotiate a solution on behalf of a colleague especially without their prior knowledge and agreement.
- However, where possible and if appropriate, seek a resolution without contravening recognized school policies; otherwise refer the complainant to a Middle Leader.
- Do not refer complainants directly to those involved unless minor.
- Do not refer complainants to administrative, support or ancillary staff under any circumstances. The exception to this is the PRE who may become involved in more minor matters.
- The Middle Leader or member of the Senior Leadership team will evaluate the complaint and seek a mutually agreed solution with the complainant and those involved.
- If further clarification or investigation is necessary the matter must be referred to the Principal; all staff will be required to provide full details and disclosure of any relevant documentation.

Responsibilities:

The Principal has a responsibility for ensuring that all complaints within JPS are dealt with quickly and clearly within a reasonable timeframe.

The Principal has a responsibility for ensuring that relevant evidence and witness statements are gathered by the relevant parties should this be appropriate.

The Principal has a duty to ensure that a record is kept of those complaints that go beyond informal stages.

Outcomes of investigations in the case of formal complaints:

(A) Complaint upheld:

- The Principal will establish whether the complaint can be discreetly resolved through mediation or negotiation.
- Complaints regarding professional conduct or standards will automatically result in disciplinary or competency proceedings and will be reported to the Chief Operating Officer (COO).
- Disciplinary and competency proceedings remain strictly confidential and are not reported to the complainant. However, the complainant will be informed that 'formal action' was taken.

(B) Complaint not upheld:

- The Principal will seek to mediate with the complainant and those involved achieving a mutually agreed resolution.

- Where complaints persist, the matter will be referred to the Head of International Schools at GEMS Corporate for further evaluation.

GEMS VALUES:

The Principal has a responsibility for ensuring that all staff are clear that they have a duty of service to the parents of the school, and that any member of staff not acting in this way is behaving contrary to their duties as a GEMS employee

Monitoring and review

This policy has been discussed and agreed by the JPS teaching staff and leadership teams for implementation.

Signed:  Date: 28.9.17
Senior Assistant Principal: Emma Hurst

Signed:  Date: 28.9.17
Senior Assistant Principal: Fiona Nicholson

Signed:  Date: 28.9.17
Principal/CEO: Rachel Higgins

Policy review date: September 2018