

JUMEIRAH PRIMARY SCHOOL Parental Complaints Policy

"An ever-evolving experience for ever-evolving learners."

At GEMS Jumeirah Primary School, we believe that everyone can achieve highly with equitable access to the right opportunities and support. As a World Class, High Performance Learning school, we recognise and embrace the uniqueness of every child. We create an inclusive, nurturing environment, prioritising the psychological wellbeing of all, allowing children to feel happy, safe and confident. Children at JPS know that anything is possible for them and they aspire to be the best versions of themselves.

We meet the diverse needs of all children and their families to facilitate the best possible individual experience to ensure our learners excel beyond their potential flight path. Our bespoke, innovate curriculum is carefully designed and continually reviewed to:

- Guide learners in developing their values, behaviours and learner competencies to prepare them for success in an ever-evolving world
- Challenge learners and help them to discover their passions, talents and interests
- Provide leadership opportunities for all learners, allowing them to influence the direction of travel for key aspects of school

We are a diverse learning community, passionate about inspiring a love for learning in our children, staff and families. Our inclusive actions and behaviours are led by our core values of Kindness, Empathy, Respect, Hard Work and Resilience. This is clear through our acts of philanthropy and environmental sustainability. The JPS family is proud to lead the way in contributing positively to our local and wider community.

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 (or twenty four hours after a weekend) 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 Schools Support Centre.

All complaints and their follow-up meetings should be logged on PULSE with referrals for follow-up work with other personnel wherever required to conclude the issues raised.

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, 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 Head of Year/Head of Department, as appropriate.
- 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 Head of Year/Head of Department 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:

- All complaints within JPS are dealt with quickly and clearly within a reasonable timeframe.
- Relevant evidence and witness statements are gathered by the relevant parties should this be appropriate.
- A record is kept of those complaints that go beyond informal stages.

The Senior Leadership Team have a responsibility for:

- Offering a meeting with every parent raising an issue on the biannual Parent Survey to understand and resolve these quickly.

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 Cluster Lead and/or 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 to achieve a mutually agreed resolution.
- Where complaints persist, the matter will be referred to the Chief Education Officer at GEMS Schools Support Centre 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. This includes timely follow up on all matters.

Monitoring and review

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

Signed: 
Deputy Principal: Emma Hurst

Date: January 2023

Signed: *Louise Usher*
Vice Principal: Louise Usher

Date: January 2023

Signed: 
Principal/CEO: Rachel Higgins

Date: January 2023

Policy review date: September 2025