Name of Policy: Parents Complaints Policy

Date approved: December 2025

Date for Review:December 2027

Purpose:

- To foster a good working relationship between the School and parents in that it is understood that the viewpoints of parents are respected by the School.
- To ensure that the parents' right of complaint is recognised as legitimate.

Rationale:

The School believes in the importance of working together with parents/guardians in the best interests of their children. This includes providing an avenue for parents with concerns to have their complaints addressed speedily and fairly.

In addressing and resolving any complaint, the school will prioritise the best interests and wellbeing of the child at all times, ensuring that all information shared is treated with the highest level of confidentiality.

Please note, confidentiality cannot be guaranteed where a child is at risk of harm. In such circumstances, information will be shared immediately with the Designated Safeguarding Lead in line with the Safeguarding and Child Protection Policy.

The Royal school's definition of a complaint

A complaint is an expression of a concern about an action, decision, service, or lack of action by a member of staff, which requires a response or resolution. This may include concerns about how a student has been supported, the quality of teaching or communication, the application of school policies, or the behaviour or actions of staff or other students. A complaint goes beyond a simple query or request for clarification and indicates that the parent, student, or stakeholder believes something has not met expected standards and requires formal attention.

A matter is considered a formal complaint if it escalates to, or is addressed by, a member of the Senior Leadership Team.

Formal Complaints Procedure:

1. In the first instance, complaints/concerns should be made in writing on the Engage platform to the

relevant teacher or staff member.

2. The parent's message will be acknowledged in writing through the Engage platform within one working day. The teacher will immediately investigate the complaint and respond appropriately within 5 working days. This may be in the form of written communication on Engage or a telephone call or an arranged meeting, depending on the nature of the concern. This communication will be logged on Engage outlining the concern and action taken. In the case when investigating and/or resolving the issue may not be possible within this timeframe, the parent will be informed.

3. If the issue remains unresolved, the teacher/staff member will advise the parent of their right of complaint to their line manager. In this event, the same response protocol as in point 2 (above) will be observed by the Key Stage Leaders or Head of Department.

The school will aim to fully resolve all complaints within 20 working days, unless exceptional circumstances apply.

Departmental Line Mangers:

Academic

- Early Years Foundation Stage: Early Years Coordinator/ Deputy Early Years Coordinator
- Primary: Key Stage 1 Team Leader, Lower key stage 2 Team Leader, Upper Key Stage 2 Team Leader.
- Key Stage 3: Head of Key Stage 3
- Key Stage 4: Head of Key stage 4
- Secondary Science: Head of Science
- Ministry Subjects: Head of Ministry
- SEN Department – Whole School SENCo
- MFL Department – Head of MFL
- Safeguarding, Child Protection and Wellbeing- Designated Safeguarding Lead (DSL)

Administration:

- Transportation Department – Operations Manager
- Canteen – Operations Manager
- Maintenance staff – Operations Manager
- Uniforms – Operations Manager
- IT- Head of IT
- Engage- Engage Administrator
- Admissions- Director of Marketing and Admissions
- Finance- Managing Director

4. If the issue still remains unresolved, the line manager and/or the parent will escalate the matter to the

Primary or Whole School Principal by a formal written complaint. At this stage, the concern will be logged on ENGAGE as a formal complaint by the principal.

5. The Principal will decide, after considering the complaint, the appropriate course of action to take, this might include further investigations or scheduling a meeting with the parent to discuss the matter. The meeting minutes will be logged on engage including action plan for resolution.

6. A decision will be made by the principal and parents will be informed in writing about this decision. In the event that the Whole School Principal judges that a decision needs to be made at Board level, they will expedite such action. (The Principal will always consult the Managing Director/Board Member on very serious matters.)

7. In the event that parents are not satisfied with the decision, it can be referred to the Managing Director and Board Representative. Parents/Guardians should have the right of appeal to the School Board if they believe that their complaint is not dealt with appropriately.

Escalation of a complaint to Board Level:

The Royal School Board of Directors has delegated the responsibility of handling complaints to the Managing Director and Board Representative. At this level, The Managing Director will review the details of the complaint and staff involved including investigations, meeting minutes, call logs and/or messages on ENGAGE. A meeting will be scheduled with the parent to discuss the matter.

If in the event the parent is not satisfied with the response to the complaint by the Managing Director & Board Representative, the school will make provision for a hearing before a panel.

Panel Hearing

The panel will be appointed by the school board and consist of at least three people who were not directly involved in the matters detailed in the complaint; one panel member will be independent of the management and running of the school. They will review all relevant information and where appropriate, make recommendations. The Panel will then inform the parents in writing of its decision and the reasons for it. The Panel's decision is final. Its findings and any recommendations will be shared in writing with the parents, the Principal, and the Board of Directors. This process will normally be completed within 10 working days of the hearing.

IMPORTANT

- For day-to-day matters, if a complaint is made to a higher authority without having first been brought to the attention of the teacher, the matter will be referred to the teacher for action.

- Adhering to the chain outlined above ensures your query is directed to the person best placed to assist efficiently. To maintain clarity and efficiency, please refrain from copying senior staff or administrative team members unless they are directly involved in the matter.

- Only a formal complaint made in writing will be dealt with under the formal complaints' procedure outlined above, Verbal conversations or messages from irrelevant members of staff i.e.: Bus matrons will not be considered a formal complaint. Anonymous complaints will be reviewed on a case-by-case basis and will be investigated where safeguarding or serious misconduct concerns are indicated.

- In the event of an urgent complaint about the immediate emotional or physical wellbeing of a child, the matter may be brought directly to the Departmental Principal or Whole School Principal, whichever is the most appropriate course in the circumstance.

- The school will not tolerate abusive, threatening, or defamatory complaints directed at staff. Any such conduct will be addressed in line with the Parent Code of Conduct.

Conflict Resolution:

- In the event of a concern or disagreement, parents/guardians are encouraged to first seek a meeting or discussion with the directly involved staff member to resolve the matter. If unresolved, the matter should be escalated through the appropriate chain of communication as indicated above.
- All interactions, even in challenging situations, must remain respectful and constructive in line with the School Communication Policy and Parent and Staff Codes of Conduct.

Contact details:

The Designated Safeguarding Lead	Wendy Routledge	Wendy.routledge@royalbritish.org	01021100660
Whole School Principal	Liz Deakin	Liz.deakin@royalbritish.org	01011005775
Managing Director and Board Representative	Alia Abuelnaga	Alia.abuelnaga@royalbritish.org	01033822253
Operations Manager	Kariman Khalifa	Kariman.khalifa@royalbritish.org	01222188488
Head of Ministry	Islam Rashad	Islam.rashed@royalbritish.org	
Head of IT	Ramy Magdy	Ramy.magdy@royalbritish.org	
Engage Administrator	Nayra Matta	Nayra.matta@royalbritish.org	01030669066