



## Complaints Policy

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| Company:<br>Star International School<br>24b Street<br>Mirdif<br>Dubai | Effective Date : 24.09.2019<br>Revision Due Date : 20.06.2020<br>First Edition Date : 15.09.2016<br>Second Edition Date: 24.09.2019<br>Edition No: 2 |
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## Introduction

At Star International School, we work hard to build positive relationships with all parents. Our aim is to deal with issues and problems before they become a complaint.

This policy however outlines the steps parents should follow if they need to make a complaint.

If any parents are unhappy with the education that their child is receiving or have any concerns relating to the school, we encourage them to come into school and talk to their child's class teacher immediately.

Complaints Procedures: Complaints regarding Teaching and Learning or concerns / incidents in the classrooms.

The complaint is taken through the line management system below, the first port of call always being the class or specialist teacher.

Class / Specialist Teacher



Year Leader / Form Tutor



Phase Leader / Key Stage Manager



Assistant Head Primary / Head of Secondary



Vice Principal



Principal

If parents have a complaint regarding the Principal, then an appointment would need to be made through Reception with the Core Board of Governors.

We ask that parents adhere to this line management system, as most complaints should be able to be sorted through the class teacher or year leader.

**Complaints in other areas of school:**

Within school we also have designated people dealing with different areas. If your complaint is not related to the classroom, please come into school and talk to The EYFS / Primary / Secondary reception personnel, who will direct you to whom you need to speak.

**Use of WHATSAPP**

School, although understanding the power of Whatsapp groups, would prefer that parents come into school and speak face to face with staff to try and resolve problems.

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| Signature:   | <b>Date:</b> 24.09.19   |
| Approved and Authorised By: SLT<br>Designation: SLT            |                         |
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