

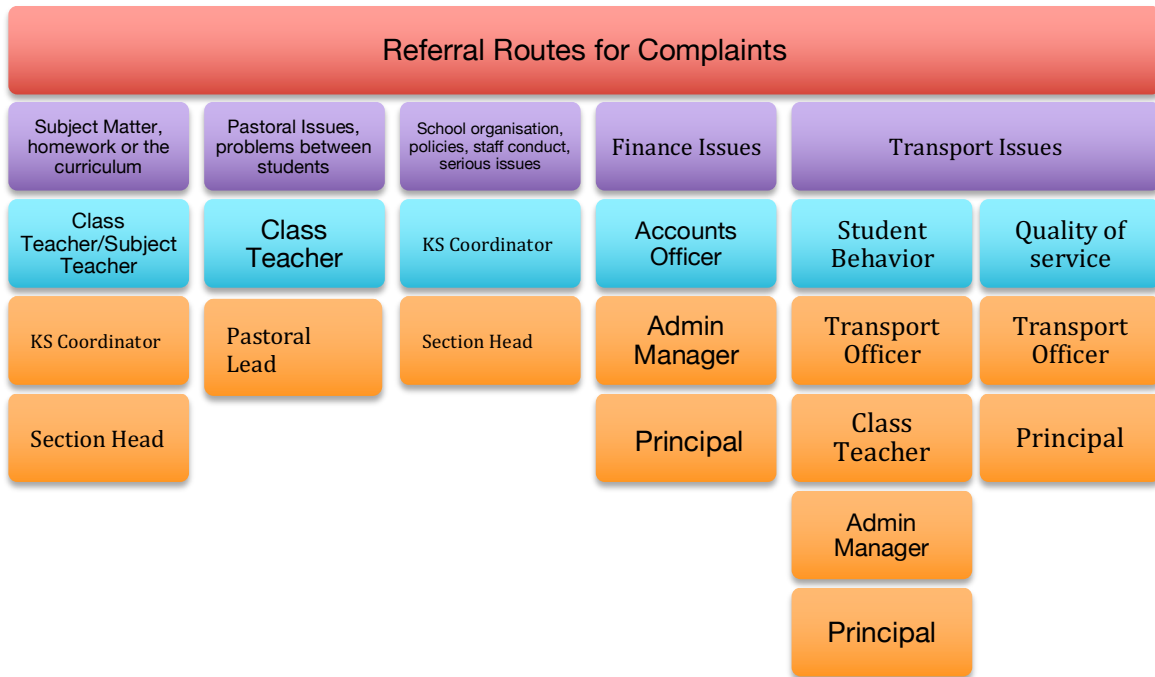


## Communication & Complaints Policy

Smart Vision School is committed to good communication between home and school and to listening to the views of stakeholders in order to improve the services provided.

The guiding principles behind the School's Communication and Complaints Procedure are:

- All complaints/communications are dealt with promptly, effectively, objectively and professionally.
- We aim to respond to concerns and queries in an informal manner and resolve them quickly, sensitively and to the satisfaction of the complainant.
- Communications can be received by post, by telephone, in person and by e-mail.
- The referral guidelines below showing to whom the issue can be referred should be followed.
- Contact will be made with all complainants within two working days. Referral Routes for complaints within two working days.



## Communication with Parents and the Community

Good communication is based on mutual respect. Teachers must take care in all communications with parents both formal and informal, in the work place and out of school. Flippant comments or things said as a joke should be avoided as they can be misinterpreted!

As a general rule, staff should avoid engaging in discussions about school issues outside of school. This may well be in breach of confidentiality.

All letters and formal communication with parents should be approved by the Leadership Team prior to being sent home.

Great care should be taken when responding to emails. Teachers should ensure they are following school policy and guidance at all times. Teachers are to avoid emailing parents directly and respond via SVS/pol/028



communication book or in person if possible. If an email response is necessary, teachers are to send to Reception to be sent from [reception@svschool.ae](mailto:reception@svschool.ae) after checking for consistency of tone and quality to ensure adherence to school policies.

Under no circumstances are teachers to share personal mobile phones or communicate via social media applications with parents.

### **Resolving Complaints**

At each stage in the procedure, efforts must be made to keep in mind ways in which a complaint can be resolved. It might be sufficient to acknowledge that the complaint is valid in whole or in part. In addition, it may be appropriate to offer one or more of the following:

- an apology;
- an explanation;
- an admission that the situation could have been handled differently or better;
- an assurance that the event complained of will not recur;
- an explanation of the steps that have been taken to ensure that it will not happen again;
- an undertaking to review school policies in light of the complaint;

It may also be the case however that the complaint may not have any substance and is therefore considered to be unfounded or unsubstantiated.

#### ***Timescale***

The school will make every effort to respond fully to a written complaint within 5 school days. Where this proves unrealistic, the school will inform the complainant in writing, and give some estimate of how long it will take to provide a detailed response. Contact will be made with all complainants within two working days

Minor complaints are dealt with face to face wherever possible to avoid any miscommunication and recorded on "parent contact form" and submitted same day to section lead.

Complaints regarding school organisation, school policies, staff conduct and conduct of the Principal will follow a more formal route.

If you are still unsatisfied with the steps taken, please follow the formal procedure (outlined below).

#### **1 Formal Complaints**

- a) 'Formal Complaints' will need to be put in writing. (Where this would be difficult for the complainant, they should contact the Principal. All formal complaints will be logged on a Parent Complaint Form (See attached).
- b) The complaints file will be reviewed every week by the Principal to see if changes in procedures need to be made.
- c) Interviews with staff which are carried out as part of the formal complaints procedure must be conducted on the understanding that staff have the right, if they so wish, to be accompanied by a representative or friend.

#### **2 Procedure in Operation**

- a) All formal complaints must be in writing and must be referred in the first instance to the FS or Primary Head.



- b) When the School receives a formal complaint, it must be referred to the FS or Primary Head, who would then refer the complaint to the Principal.
- c) If the complaint cannot be investigated objectively by the FS or Primry Head, or the complainant is dissatisfied with the response, the Principal must be informed.
- d) Complainants who remain dissatisfied following the investigations of the complaint by the Section Head will be given the opportunity to put their complaint to the Principal.
- e) Complainants will be encouraged to make use of the above procedure before referring the complaint further.

### ***3 Investigating Complaints***

The Manager of Admissions and Marketing should follow the process below:

- establish what has happened so far, and who has been involved;
- clarify the nature of the complaint and what remains unresolved;
- meet with the complainant or contact them (if unsure or further information necessary);
- clarify what the complainant feels would put things right;
- interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish;
- conduct an interview with an open mind and be prepared to persist in the questioning;
- keep notes of any interview for record.

### ***4 In Summary***

- Most complaints are best dealt with informally.
- Formal Complaints are in writing. An individual nominated by the Principal will be responsible.



### Parent Complaint Form

<b>Date:</b>	
<b>Time:</b>	
<b>Reported by:</b>	

<b>Parent Name:</b>	
<b>Student Name:</b>	
<b>Year Level:</b>	

<b>Details of Complaint:</b>
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<b>Action Taken:</b>
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SMART VISION SCHOOL