High Performance Learning

The Sheffield Private School

Complaint Policy

School Principal	Head of Education	Academic Director
Roger Hancock	Saher Gilani	SH Noora Alkhalifa
02/09/24		
Next Review Due	July 2026	

1 Purpose

At The Sheffield Private School (TSPS), students and parents are entitled to courteous, prompt, and thoughtful attention to their needs. We take all complaints and concerns involving students or the school very seriously and welcome suggestions and feedback to improve our school. Any areas of dissatisfaction will be addressed promptly and with due consideration.

We anticipate that most concerns can be resolved quickly and informally by approaching the appropriate staff member. However, we have established clear procedures for addressing concerns if this does not achieve the desired outcome. Through our Complaints Policy, we aim to ensure that:

- Parents are informed about how to submit a complaint if they wish to do so.
- Complaints are addressed promptly, courteously, and effectively.
- Parents understand that all complaints are treated with seriousness and respect.
- Necessary actions are taken when appropriate.

Our Philosophy on Complaints

At TSPS, we recognise and respect parents' right to raise concerns or grievances. We are committed to working collaboratively with parents and carers in the best interests of the students under our care. Our school culture promotes openness, and we welcome all complaints or feedback positively and constructively.

If parents are uncertain about raising a concern, we encourage them to contact the school, as we are here to support and help. However, we emphasise the importance of parents and the school working together to present a united front, avoiding mixed or conflicting messages that could confuse or upset the child.

TSPS aim to resolve all concerns to the satisfaction of all parties involved, ensuring high-quality support and provision for our students and their families. We are dedicated to maintaining best practices while adhering to relevant legislation, ensuring transparency through open communication with parents and staff, and fostering positive relationships with everyone connected to the school.

We will try to address and resolve any issues within our setting. This policy applies to anyone who wishes to provide a complaint, suggestion, compliment, or feedback about any aspect of the school. It is relevant not only to parents and carers of TSPS students but also to other members of the wider community.

2 Confidentiality

Confidentiality is of utmost importance at The Sheffield Private School (TSPS). All conversations and correspondence will be handled with discretion, and the content, including any personal information, will only be shared with staff on a strictly 'need-to-know' basis. This information will be limited to the Principal, Vice Principal, and those directly involved in addressing the matter.

TSPS policy is that parents' complaints will not negatively impact their children in any way.

Depending on the nature of the complaint or concern, it may be necessary to involve a third party, such as government authorities or the police. If such a referral is deemed appropriate, the school will inform the complainant of this action.

3 Making a Complaint

It is generally recommended to resolve issues informally through meetings and discussions. However, specific concerns and complaints may require further deliberation. Parents are encouraged to follow the outlined process for conflict resolution within the school:

a) Initial Discussion: If a student or parent wishes to question a school decision, they should first meet directly with the individual responsible for the decision, such as a teacher or supervisor.

b) Escalation to Head of Section: If the parent is not satisfied with the outcome, they should escalate the matter by meeting with the relevant Head of Section, such as the Head of Primary or Secondary, if applicable.

c) Meeting with Vice Principal/Principal: If the issue remains unresolved, the parent should meet with the Vice Principal or Principal to seek a resolution. The school provides an open hour every working Thursday from 8:00 am to 9:00 am, during which parents can meet the Principal or Vice Principals by appointment.

d) Referral to the Board of Governors: If the issue is still unresolved after this stage, the parent should submit an official letter. The Board will form a committee consisting of a teacher, a parent, a school leader, a Board member and One panel member needs to be independent of the management of the school. The Parent may be accompanied to the panel meeting if they wish. None of the committee members will have any connection to the original concern or complaint. The committee will review the matter and provide a written report to the Principal and the parent within 10 working days.

e) Timeline: Each step of the process (from a to d) should be completed within five (5) working days.

Suppose the parent remains dissatisfied after following this process. In that case, they can escalate the matter to the Knowledge and Human Development Authority (KHDA) by submitting it through the E-Feedback System.

Contact details for the KHDA:

http://www.khda.gov.ae/en/aboutus/contactus.aspx

Knowledge and Human Development Authority (KHDA) Block 8, Academic City, P.O Box 500008, Dubai, U.A.E.

Tel: +971-4-3640000

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This policy should be read in conjunction with the following policies:

KHDA Parent School Contract, Behaviour Policy for Primary & Secondary, Safer Recruitment Policy, Antibullying Policy, E-Safety Policy, Admission Policy, Staff Code of Conduct, Health and Safety Policy.