



# Quest International College

## Complaints Policy

Agreed by the board of governors	
Date of approval	
Date for review	

### Introduction and rationale

The complaints and concerns policy for parents aims to ensure that all children in our school are safe, can learn and make progress. It is important that all stakeholders feel that there is a fair and transparent process to raise concerns or complaints. This policy enables concerns or complaints to be raised in a clear and timely process.

This document will tell you what to do if you have a concern or a complaint that you wish to raise with the school. This document is intended for all stakeholders who are not employed by the school, that is mainly parents. Staff grievances are dealt with separately. Anonymous concerns or complaints will be ignored and disregarded.

### Definition of the terms

Concerns are frequent, informal matters that parents may have. They are often raised informally and resolved quickly. Complaints we define as matters that are seriously impacting on the business of the school and its' core purpose.

Concerns and complaints may involve students or individuals. It is important that details regarding concerns and complaints are kept confidential by all parties. It is also essential that everyone follows the steps as detailed below.

### Step 1 Informal Concerns

When a problem occurs, try to meet with your child's class teacher. The end of the school day is the best time to talk to a teacher. If you cannot find the teacher at this time, please contact the school office to make an appointment for the following day. It is our intention to respond to all informal concerns within 24 hours.

### School Contact Details:

Telephone Number: 964 750 511 6000 - 964 750 511 7000

Email: [questcolleges.uk@gmail.com](mailto:questcolleges.uk@gmail.com)

### Step 2 Concerns and complaints

If the class teacher or form tutor is unable to resolve the concern or complaint you have raised, please arrange an appointment with the head of section. Please call or email the school office to do this using the contacts above. The appointment will be scheduled to meet with you on the next day, or within 3 working days.

### Step 3. Formal Complaints

If the head of section is unable to resolve the complaint to your satisfaction, please email or write to the school admin manager to arrange an appointment with the principal. An appointment will be scheduled for you to meet with the school principal within 5 working days of receipt of the written complaint.

#### Step 4. Complaints Committee

If the school principal is unable to resolve the complaint, then the complainant must write to the school or send an email addressed to the chairman of the board. This can be emailed to the admin manager or to the details regarding the Board of governors on the school website.

The chairman of the governors will acknowledge receipt of the formal complaint within 5 working days and state that the formal complaint raised will be discussed by a complaints committee.

#### Step 5 Final appeal

A complaints committee will be created by the board of governors. The committee will consist of two governors and one person who is independent to the day-to-day running of the school. The complaints committee will be selected by the board and understand that matters related to the complaint must remain confidential.

The admin manager will liaise with the complainant and complaints committee to schedule a day and time that is convenient to everyone to meet. The meeting will be scheduled within 15 working days of receiving the complaint in writing to the chairman of the board.

At this meeting the complainant may be accompanied by a friend. Minutes will be taken of the meeting and retained as confidential by the admin manager who will be present to take the minutes. These may be shared with the complainant and the person or matter against whom the complaint is made but must remain confidential to the school principal and proprietor. The outcome of the decision of the complaints committee at this point will be final. There is no further action that can be taken by the complainant.

#### Complaints log

All complaints that are raised which require an appointment will be recorded on the school's internal complaints log. This will be used to identify over time patterns in complaints that may help the school to improve in areas of its' performance. The complaints log will only be available to senior leaders in school and the schools board of governors.

The policy was agreed and approved by the Board of Governors on\_\_\_\_\_

Signed\_\_\_\_\_

And will be reviewed annually

Date of review\_\_\_\_\_