



BELVEDERE INTERNATIONAL SCHOOL

COMPLAINTS POLICY

2023-2024

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info@belvedereinternationalschool.com

Hili, Al Ain, United Arab Emirates

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We provide our students with the highest quality of education and of care, however, we can only accomplish this effectively with the continued support of families. We are grateful to receive suggestions from families to help us make improvements and feedback in order to address any serious concerns that may arise. We believe that any dissatisfaction on behalf of a parent or guardian should be reported to us promptly and dealt with according to this policy.

Key members:

Principal	:	Mr Gary Wright
Vice Principal – Academic	:	Ms Antonette Naidoo
Vice Principal – Pastoral	:	Ms Claudia Anderson
Head of Arabic	:	Mr. Rami Afaneh

The Complaints Process

We would like to make the process as easy as possible for a complainant to submit their complaint to us and we accept that the process should be simple, impartial, timely, honest and reasonably flexible. We appreciate all the assistance we receive from you in this way, knowing that we wish to make Belvedere International School a memorable learning environment for your child, and can only do that when any existing problems are brought to our attention. We will do all that we can to ensure that complaints are dealt with seriously and respectfully by all members of our staff, and we hope that all others will respect this vital procedure equally.

Records

We will record the progress of each complaint from the moment it is brought to our attention, including details of all actions taken in response to achieve a resolution and the outcomes of those actions. The BIS Administration staff will hold these records and parents can be assured that all concerns and complaints will be treated seriously and confidentially, except where local legal requirements permit access.

Stages of Process

- **Informal Stage:** All concerns should be dealt with informally at first, where possible being resolved by phone, letter or e-mail or else by informal meeting with the child's teacher or other appropriate members of staff - within 48 hours of receiving the complaint. The member of staff

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will then make a written record of the concern and will take any necessary actions as soon as possible.

- **Formal Stage:** If a resolution cannot be reached by informal means then the matter should be put in writing to the Principal. He will then consider the issue and decide on the best course of action. We will endeavour to achieve a resolution within five school days from receiving the formal written complaint, however, if more time is necessary to look into the matter then all those involved will be fully informed of the appropriate time frame. The Principal considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.

Complaints Panel

- In the event that a resolution is not reached by formal means, then the complaint may be taken to the School's Board of Governors' Complaints Committee, who will gather all appropriate information relating to the matter and schedule a meeting as soon as possible, within one working week.
- Parents will be informed in writing of the date of the meeting. If parents wish to attend, they are entitled to have someone accompany them. Where possible, the Complaints Committee will reach a resolution immediately and where this is not possible, the Committee will consider the matter further and come to a final decision within seven days of their meeting.
- The Committee will then inform parents and others involved in writing of their decision and any recommendations they have made as a result. At least one person on the panel will be independent of the management and running of the school.

Taking the matter further

- If the outcome of the complaints panel has not resolved the matter or provided a satisfactory outcome in respect of students, the Board of Governors will make provision for a hearing before a panel appointed by or on behalf of the Board, the panel would consist of at least three people who were not directly involved in the matter(s) detailed in the original complaint. This should happen within one working week.
- Parents may contact and log a complaint with ADEK at any stage, although it would be preferable that routes through the school were attempted as fully as possible in advance; ADEK would normally expect that the school has been contacted first and the above procedure followed before referral to them.

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Monitoring and review

- The BIS Board of Governors monitor the complaints procedure, in order to ensure that all complaints are handled properly.
- The Principal monitors all complaints received and appropriately registered by the school and records how they were resolved.
- Each week the school sends details of complaints received to ADEK, using the official ADEK Complaints' Record form. This enables ADEK to have updated records of all complaints received by the school. The school receives complaints from ADEK and responds to them via the school's ADEK email account; this takes place within three days of receiving a complaint directly from ADEK.

Appendix One: Parental Complaint and Flow Chart

Belvedere International School Parental Complaints Procedure

- All parents are members of the BIS Community have the right to make a comment or complaint about any services, activities, experiences or the way that they are treated.
- Staff at school and in other services must listen to parental complaints and let them know the outcome.
- If any parents have a complaint about any aspect of the school, they should raise it to the attention of the School Reception, so that it is appropriately lodged as a complaint and it would help if they tried to provide a solution too.
- The Administration Staff will log the complaint and pass it on to the most appropriate person to deal with it in the first instance.

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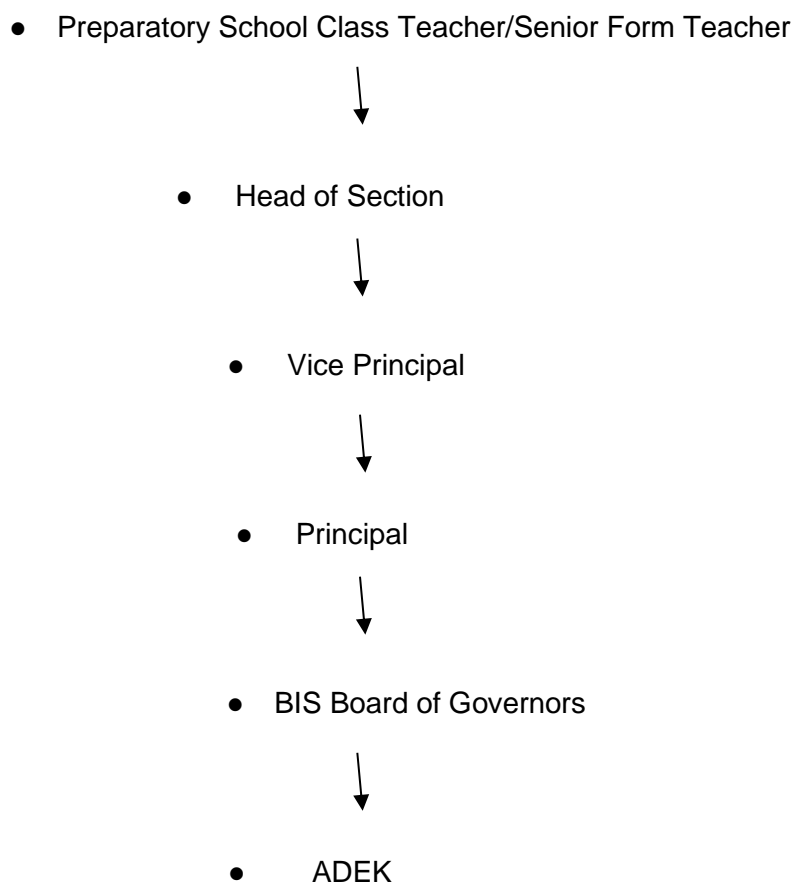
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Flow Chart:



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Belvedere International School Student Complaints' Policy

Introduction

At Belvedere International School, we want all our students to feel safe, valued and happy. Any complaint made by a student is taken seriously and followed up so a satisfactory resolution is found. The school encourages all students to have the confidence to express themselves at all times. If something is causing concern we want students to tell us what it is so we can help. Students' views can be passed through a wide variety of channels including tutorial discussions, meetings with teachers, middle or senior leaders, or any member of our community; alternatively they can be e-mailed to a relevant member of staff or passed on via a note. Students can be assured that the complaint and follow up will be handled sensitively; each complaint will be written up on and passed through the appropriate channels. The Senior Leadership Team (SLT) in the school will monitor complaints and ensure that any trend is quickly identified and managed in the best interests of our students.

The stages below will be followed on all complaints except in relation to Safeguarding/Child Protection allegations, where a separate policy and appropriate procedures apply.

Stage 1:

- If a student has a complaint, they should normally communicate this through their Primary Class Teacher or Secondary Form Tutor. If not the Class Teacher or Form Tutor, it should be passed to another member of staff e.g. Head of Department (HoD).
- The relevant member of staff will note the complaint and start a follow up process into the cause of the complaint. In many cases, the matter will be resolved straight away by this means, to the student's satisfaction.
- If the recipient of the original complaint cannot resolve the matter alone, it may be necessary for him/her to refer it to the appropriate SLT member. The member of staff following up the complaint will keep written records of all meetings and interviews held in relation to the complaint.

At the end of Stage 1 (which will be completed within seven days of receiving the complaint) the student will be informed of the result of the follow up and the resolution to the complaint.

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Stage 2:

- If the student or parent is unhappy with the resolution reached in Stage 1, then the student should put their complaint in writing to the Principal, Mr Gary Wright. The Principal will decide on the appropriate course of action to take. In most cases, the Principal, or his representative, will meet the student (and possibly parents) concerned, normally within seven days of receiving the complaint, to discuss and hopefully resolve the matter.
- It may be necessary for the Principal to instigate further investigation.
- The Principal, or his representative, will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Principal is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and the student (and normally parents) will be informed of this decision in writing. The Principal will also give reasons for his decision.

If the student and/or their parents are still not satisfied with the decision, they may proceed to Stage 3 of this Procedure.

Stage 3

- If the student or parent is unhappy with the resolution reached in Stage 2, then the complaint and all subsequent information, should be passed on to the Belvedere International School Board of Governors' Complaints Committee; members of the BoG Complaints Committee will decide on the appropriate course of action to take.
- Once the BoG is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and the student (and normally parents) will be informed of this decision in writing. The BoG will also give reasons for their decision.

If the student and/or their parents are still not satisfied with the decision, the complaint may be passed on to an external body, such as the Abu Dhabi Department of Education and Knowledge (ADEK).

Appendix Two: Students' Complaints/Comments Flow Chart

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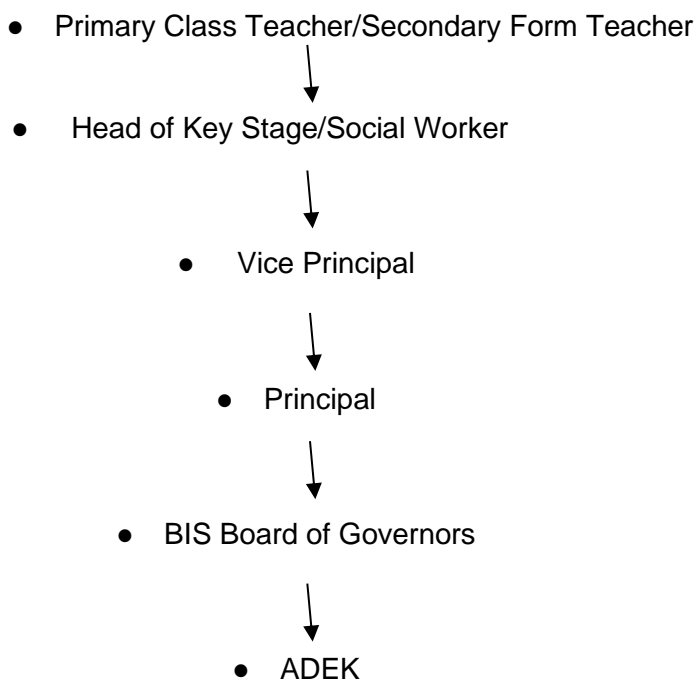


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Belvedere International School Student Complaints/Comments Procedure

- All students have the right to make a comment or complaint about any services, activities, experiences or the way that they are treated.
- Staff at school and in other services must listen to student complaints and let them know the outcome.
- If any students have a complaint/comment about any aspect of the school, they should write a comment/complaint on the form provided; it would help if they tried to provide a solution too.
- The complaint/comment will be passed on the most appropriate person to deal with it in the first instance.

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Appendix Three: Students' Complaints/Comments Comment Form

Belvedere International School Student Complaint/Comment Form

Student Name:
Year/Class/House:
Date:
Who I think needs to know:
What I want you to know:
How I think it should be solved/My suggestions to make it better:

Signed: _____

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For staff use

Read by (Name and Signature)	Summary of Action Taken	Date

Please file a copy in student file

Review Date:	July 2023
Next Review Date:	July 2024

Principal		Date:	27/07/2023
BIS Board of Governors		Date:	27/07/2023

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