



مدرسة جيمس متروبول
GEMS Metropole School
MOTOR CITY

ESCALATION POLICY



Reviewed by	Mr. Naveed Iqbal	Reviewed Date	July 2024
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Purpose of Policy and Guiding Principles

The purpose of this policy is to address and resolve parental concerns and complaints. The aim of this complaints procedure is to:

- encourage informal resolution wherever possible.
- Ensure accessibility and clarity for all stakeholders.
- Maintain impartiality and a non-adversarial approach.
- Set clear, reasonable timelines for responses and updates.
- Conduct full and fair investigations when required.
- Uphold confidentiality at all times.
- Offer appropriate remedies when concerns are upheld.
- Provide feedback to senior leaders to facilitate continuous improvement.

This policy does not apply to complaints involving religious education, special needs assessments, allegations of abuse, criminal matters, financial impropriety, or contracted staff, as these are governed by separate procedures.

Link with other Policies or Legislation

The school is required by the Knowledge and Human Development Authority (KHDA) to have a complaints procedure.

Raising a Concern – Stage 1

Guidelines for dealing with concerns and complaints informally Informal Concerns (Pre-Escalation Phase)

Most concerns can be resolved promptly through informal channels. Parents are encouraged to raise concerns directly via email with the relevant staff member—Class Teacher, or Parent Relations Executive (PRE). Staff are expected to respond or acknowledge within 24 hours during the working week and record the nature and outcome of the concern. If unresolved, parents are advised to follow the formal complaints process.

If the parents are not satisfied by the actions taken, they should follow the school's formal escalation/complaint process.

Formal Complaints Process

The formal process consists of the following escalating stages:

Stage 2: Formal complaint

The concern is formally discussed with a relevant staff member (e.g., Classroom /Lead Teacher& Head of Department/ Year) via email or face-to-face. Parents can contact the school reception or send an email to the staff member to make an appointment to address their concern should they choose to address this in face-to-face. Staff will acknowledge the concern, clarify expected outcomes, and outline steps being taken. If not resolved within 5 school days, the complaint moves to Stage 3.

Stage 3: Complaint Heard by a Senior Leadership Team Member (SLT)

A member of the SLT acknowledges the complaint orally or in writing and ensures that the complaint is resolved within 10 working days from the initial submission. All complaints are logged internally for review and follow-up.

The senior member will initiate a formal investigation, meeting with the complainant, interviewing witnesses if needed, and documenting all communication. A formal written response is provided within 10 school days, or an updated timeline is shared. If the complainant remains unsatisfied, the matter can escalate to Stage 4.

Stage 4: Complaint Heard by the Vice Principal of Education or Administration

If the complaint remains unresolved at Stage 3 and the parent wishes to pursue the matter further, they should notify either the Vice Principal of Administration or Academics, depending on the nature of the complaint.

Should the parent remain dissatisfied with the outcome, the complaint may be formally escalated to the school Principal's Office through the Principal's Executive Assistant.

Stage 5: Senior Appeal Panel

Parents may contact the Principal's Executive Assistant, either via email or in person, to request an appointment with the School Principal to address their complaint directly. Alternatively, the matter may be reviewed by a designated Complaints Panel, which includes members of the Governing Body and at least one independent member.

The complainant will be informed of their right to submit supporting documentation and attend the hearing. A written response outlining the Panel's decision will be provided within five school days following the hearing.

In cases where the complaint concerns the Principal, responsibility for managing the process will be assumed by the Chair of the Governing Board.

If the parent wishes to take the complaint further, s/he shall notify the panel within two weeks of receiving the outcome.

Stage 6: Escalation to KHDA

Should a complaint remain unresolved following all internal stages, the matter may be referred to the Knowledge and Human Development Authority (KHDA) by the School Principal for further review and final determination.

All relevant documentation will be submitted to KHDA by the school. The Complaints Panel will then await the authority's ruling. In the event that the decision is contested, the Panel reserves the right to appeal in accordance with applicable UAE laws and regulations.

Contact details for the KHDA:

Website <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 Fax: +971-4-3640001 Email: info@khda.gov.ae Twitter: [twitter.com\KHDA](https://twitter.com/KHDA)

Meeting Expectation, Documentation & Timeline

Everyone should be aware of how to direct parents when they ask to see someone in the school to ensure maximum effectiveness of this policy and the efficiency of proper customer services.

Staff must ensure accuracy in communication. If uncertain, acknowledge the query and inform the parent that a confirmed response will follow within 2 business days. A log of all communications should be maintained.

Documentation:

Any meetings from stage 2 and above between parents and School members, minutes should be taken and the minutes emailed to all parties within 3 business days. Copies of the minutes should be kept when the meeting involves parents and the school. One copy in the student’s folder with Registration and one copy with the staff who led the meeting. If the issue is further escalated, the minutes should go to the next person in line of escalation, giving that person a way of reviewing what has already been discussed. In addition, a complaints tracker is completed at each stage to log all actions and communications.

Meeting Expectation

- The complainant to explain their complaint
- Panel to question the complainant
- The Principal to explain the school’s response
- The Panel to question the Vice Principal and/or other
- Members of staff about the school’s response
- Any party has the right to call witnesses (subject to the approval of the Chair)

Specific Escalation Pathways

To support efficiency and direct parents appropriately, the following areas must be addressed by designated personnel first:

Concern Type	Responsible Person
Transportation, Canteen, Operational Matters	Operations Manager
Admissions/Registration	Registrar & Admissions Secretary

Concern Type	Responsible Person
KHDA-Related Matters	KHDA Coordinator
Accounts or Fees	Accountant & Cashier
Lateness/Absences/Student Services	School Secretaries
General Classroom Issues	Class Teacher (via email)

Roles and responsibilities

The Role of the Principal

- The Principal will ensure that staff are familiar with this policy and receive appropriate training in complaint handling.
- The Principal will assign a member of SLT to deal with formal complaints.

The Role of the Governing Board (LAB)

- The Governing Board will monitor complaints (nature and level) to review any improvements to current school processes or systems.
- The Governing Board will convene an appeal panel for complaints under Stage 3 of the policy.

The Role of the employee/other staff

- All staff should deal with complaints, queries or concerns from parents in a professional manner and in line with the timescales of this policy.
- The PRE will keep a complaints log to record formal complaints.

See Appendix 1 for parent escalation overview

