

# **The International School of Creative Science Parent Complaints Policy and Procedures 2025-2027**

Policy Information			
Created Date	2023	Reviewed By	Dr Fahd Kahlaoui
Review Cycle	Bi-Annually	Next Review	August 2027
Vice Principal(s)	Dr Fahd Kahlaoui/Sr Hodan Salah		
Principal	Sr Samar Murad- Principal		



## Introduction

The International School of Creative Science (ISCS) is committed to providing a high-quality educational experience and strong pastoral care for all pupils. We recognise, however, that concerns or complaints may arise from time to time. When this occurs, parents can be assured that their complaint will be handled professionally, sensitively, and in accordance with this procedure. ISCS views complaints as an opportunity to strengthen communication, resolve issues promptly, and continuously improve school practice in the best interests of students.

## What Constitutes a Complaint?

A complaint is any feedback or concern raised about an aspect of the school experience, whether related to academics, behaviour, administration, or other school matters that may require attention. It provides an opportunity for dialogue and improvement, ensuring that the school continues to provide the best possible environment for students.

Parents may wish to raise a concern if they feel that an issue needs to be addressed, a process could be improved, or additional support is required. All concerns are taken seriously and handled with professionalism and confidentiality. The school is committed to working collaboratively with parents to ensure the best outcomes for students, and raising a concern in good faith will never have a negative impact on a child's experience at school.

### Key Principles

- All concerns and complaints will be treated seriously and confidentially.
- Parents and students will not face any negative repercussions for raising a complaint in good faith.
- The school is committed to resolving complaints as quickly and fairly as possible.
- A structured logging and tracking system will ensure that complaints are monitored and addressed efficiently.
- Lessons learned from complaints are used to improve school practice.

## Complaints Logging and Resolution Process

It is important that any concerns are addressed at the earliest opportunity, we need to know as soon as possible when parents or children are concerned or worried, so that we can work together to find a solution. It is hoped that the majority of concerns and complaints can be resolved informally, however, we recognise that in some cases parents may wish to have their concern dealt with more formally. This process begins, when a parent decides to make a formal complaint, this 'Complaints Procedure' is a process which is designed to be fair and consistent, so that all concerned have equal opportunity to have their say and to be heard.



## Complaints Procedure – Stages

The school operates a clear three-stage complaints procedure. Parents are encouraged to raise concerns informally in the first instance. Where concerns cannot be resolved, the following formal stages apply.

### Stage 1 – Informal

At Stage 1, concerns are raised informally with the relevant member of staff, Phase Supervisor, or Assistant Head of Section. The school will take informal concerns seriously and make every effort to resolve matters promptly and amicably without escalation. All concerns are recorded in the school's complaints tracker, and parents are notified and confirm that they are satisfied with resolution's outcome.

### Stage 2 – Formal

If the concern is not resolved at Stage 1, the complaint will move to Stage 2. At this stage, the complaint must be submitted in writing to the principal or a designated senior leader following our communication protocol. The complaint will be formally investigated, and a written response outlining the outcome and any actions taken will be provided within agreed timescales.

### Stage 3 – Review Panel

If the parent remains dissatisfied following Stage 2, they may request that the complaint is considered by a formal review panel. The panel will include independent representation. Parents will be invited to attend the panel hearing and may be accompanied by a friend, family member, or representative if they wish. The panel's decision will be provided in writing and will conclude the school's internal complaints procedure.

The panel's findings and any recommendations will be shared in writing with the complainant and, where relevant and appropriate, with the person complained about, in line with confidentiality and safeguarding requirements.

## Step 1: Logging a Complaint

- All staff members are responsible for logging complaints as they receive them throughout dedicated Complaints Log Form. [Complaints Log Form](#)
- Complaints then automatically reflected on to our Parent Complaints Tracker
- The tracker will categorise complaints under the following areas:
  - Academic
  - Pastoral (Behavioural)





- Transportation
  - Canteen
  - Uniform
  - Financial
  - Books/Resources
  - Inclusion / Student Support
  - Health & Medical Services
  - Safety Arrangements
  - Digital Services
  - Other
- The tracker will be accessible to relevant staff members for immediate action.

## Step 2: Review, Severity Classification, and Assignment

Upon logging, each complaint is:

1. Reviewed by the relevant department
2. Assigned a severity level
3. Allocated to an appropriate staff member

### Complaint Severity Levels

Severity Level	Description
Low	Minor concern, administrative query, or easily resolved issue
Medium	Ongoing concern, dissatisfaction with a process, or repeated issue
High	Safeguarding, health, safety, serious behavioural concern, or potential risk

## Step 3: Response Timelines Based on Severity

- All complaints are acknowledged within 24 hours. Resolution timelines are determined by severity
- If the complaint cannot be resolved immediately, a timeline for resolution will be provided.

### Complaint Response & Resolution Timelines

Severity	Acknowledgement	Investigation & Action	Resolution Target
Low	Within 24 hours	Immediate / short review	Within 3 working days
Medium	Within 24 hours	Full review & communication	Within 5–7 working days
High	Within 24 hours	Immediate escalation to SLT	Within 10 working days*



#### Step 4: Updating the Tracker and Closure

- Once a complaint has been resolved, the staff member handling it will update the tracker with:
  - The action taken
  - The resolution status
  - Confirmation that the issue is closed
- The Senior Leadership Team (SLT) will review trends and patterns to implement proactive improvements.

#### Monitoring and Reporting

- The Principal's Office will regularly review complaints to ensure resolution quality and efficiency.
- A follow-up courtesy call will be conducted for certain complaints to confirm parent satisfaction.
- The Senior Leadership Team (SLT) will analyse trends and introduce preventive measures where needed.

#### Escalation Process

If a complaint is not resolved at the initial stage, it is escalated automatically as follows:

1. Phase Leader / Head of Department
2. Assistant Head / Head of School
3. Vice Principal(s)
4. Principal's Office

Parents will be informed at each escalation stage.

#### Monitoring and Reporting

- The Principal's Office reviews complaint handling regularly to ensure quality and timeliness
- The SLT analyses complaint trends to identify:
  - Recurring issues
  - Training needs
  - Systemic improvements
- A follow-up courtesy call or communication may be conducted for selected complaints to confirm parent satisfaction



## **Panel Hearing and Independent Representation**

Where a complaint proceeds to a formal panel hearing, the panel will consist of at least three members. At least one panel member will be independent of the management and running of the school. This individual will not have been involved in the matter under consideration and may be sourced from outside the school, including from the wider BEAM organisation where appropriate, to ensure impartiality.

## **Designated Staff for Complaint Handling**

### **Secondary Department**

- Head of Secondary- Cagdas Degirmenci
- Assistant Head of Secondary- Abeer Ameen Abdullah
- Supervisors & Assistant Supervisors

### **Primary Department**

- Head of Primary- Manouchea Romelus
- Assistant Head of KS1- Sara Fayed
- Assistant Head of KS2- Samar S. Yousef
- Supervisors & Assistant Supervisors

### **EYFS Department**

- Head of EYFS- Noha Sadek Abdlmageed
- Assistant Head of EYFS- Yasmeen Qurashi
- Supervisors & Assistant Supervisors

### **Administrative Complaints**

- Operations: Tareq Khaled Al Omar
- Registrations: Rania Zeki Ahmed Musaa
- Medical Complaints: Dr. Mai Al Agha
- Financial Complaints: Abdul Nasar Achummadam
- IT-Related Complaints: Umair Naseer

## **Communication Protocol:**





At ISCS Muweilah complaint handling and communication are categorized into one of three protocols which are:

- Academic
- Pastoral (Behaviour)
- Administration

Parents are encouraged to follow the protocol within each phase either in person, by telephone, via email or on our online parent portal. All registered complaints are responded to within 24 hours.

In the unlikely event a complaint is not resolved by the receiving member of staff, the complaint will be automatically escalated to the next stage as specified in the phase communication protocol linked below:

EYFS Communication Protocol (FS1- FS2)	<a href="#"><u>EYFS Communication Protocol</u></a>
KS1 Communication Protocol (Yr1 - Yr2)	<a href="#"><u>KS1 (KG2 - Gr.1) Communication Protocol</u></a>
LKS2 Communication Protocol (Yr3– Yr4)	<a href="#"><u>LKS2 (Gr.2 - Gr.3) Communication Protocol</u></a>
UKS2/KS3 Communication Protocol (Yr5 – Yr7)	<a href="#"><u>UKS2 (Gr4 - Gr.6) Communication Protocol</u></a>
Secondary Communication Protocol (Yr8 –Y13)	<a href="#"><u>Secondary (Gr.7 - Gr.12) Communication Protocol</u></a>

## Confidentiality

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of a complaint or concern will be limited to the Head of School and those directly involved in the investigation and resolution process. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

All correspondence, statements, records, meeting notes, and outcomes relating to individual complaints will be kept confidential and stored securely. Access to these records will be restricted to those directly involved in the investigation and resolution of the complaint.

We cannot, however, entirely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved. This would only occur where a child's safety is at risk or where it becomes necessary to refer matters to external agencies, including the police or child protection services. In such cases, information will be shared only in line with local legal or regulatory requirements, and the parent making the complaint will be fully informed before this happens.



Correspondence, statements, and records relating to individual complaints will be kept confidential and stored securely. Such information will only be shared where local legal or regulatory requirements permit access.

## **Staff disciplinary procedures**

Any action taken under staff disciplinary procedures, following parental complaints would normally be handled confidentially within the school. Parents would only be informed that appropriate action had been taken.

## **What happens if a parent is dissatisfied with the outcome?**

We will endeavour to ensure that all parents feel satisfied with the outcome and feel that their concerns have been fully addressed.

If a parent is dissatisfied with the outcome, then they should take the following action:

- At a teacher level, contact the Head of Department/Subject Coordinator
- At a Head of Department/Subject Coordinator level, contact the relevant Head of School
- At an Assistant Head/Head of School level, contact Vice Principal(s)
- At a Vice Principal level, refer the matter to the principal
- At Principal level, write directly to the Chair of Governors and/or BEAM Head Office

## **Continuous Improvement**

The school will regularly review the complaint data to improve systems and services.

Feedback from parents will be incorporated into decision-making processes.

This policy ensures a transparent, structured, and responsive approach to handling parent complaints, strengthening our commitment to effective communication and continuous school improvement.