



## **Parents Complaint Policy and Procedures**

National Kindergarten intends to meet its statutory obligations when responding to complaints from parents of students and others. We welcome suggestions and comments from parents and take any complaints and concerns that may arise very seriously. We encourage parents to bring these to our attention as soon as possible so that we can rectify them or explain our position before a concern becomes more serious. A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond.

### **Our Aim:**

- Our kindergarten aims to be fair, open and honest when dealing with any complaint. We carefully consider all complaints and deal with them swiftly.
- We aim to resolve any complaints through dialogue and mutual understanding and put the interests of the child above all other issues in all cases.
- We provide sufficient time for any complaint to be fully discussed and resolved.

### **This policy will make sure of the following:**

- Parents who wish to make a complaint know how to do so.
- When a parent or other adult makes a complaint, each kindergarten deals with it professionally and promptly and comes to immediate resolution wherever possible.
- The kindergarten records and monitors complaints for self-development.
- The kindergarten will support complainants with information and be fair to those complained about.

### **Kindergarten Complaint Committee Structure and Members**

1. Headmistress
2. Coordinator
3. Senior Teachers
4. Administrator



### **Complaint Procedure**

Parents who have a concern or complaint should initially raise these immediately with their child's class teacher either in person or through emails/calls. If the parent is dissatisfied with the class teacher's response or feels that the matter is especially sensitive or important, they can get in touch with the headmistress.

If a parent raises an issue in person or by email/call, the issue will ideally be resolved immediately to their satisfaction. If the parent has made a complaint or suggestion in writing, they will receive a response within two to three working days, acknowledging their communication and explaining the proposed solution or further procedure.

In some cases, the member of staff contacted may feel the need to discuss the issue with colleagues for further deliberation before a response can be made. The parent will be given a date by which they will receive a detailed response. If a detailed explanation is needed, a report will be sent to the parent as soon as possible, informing them of the outcome of their complaint and explaining any action taken or proposed. Alternatively, the parent may be contacted to schedule an in-person meeting at the kindergarten.

All complaints should and will be dealt with within seven working days. Where a complaint is considered more complex and requires additional time for investigation, the complainant will be informed and advised of a reasonably expected timeline.

### **Areas of Concern:**

#### **Student Learning and Teaching**

- Initial complaint directed to class teacher for resolution and feedback provided.
- Initial complaint directed to the coordinator for feedback and resolution.
- Forwarded to the Headmistress for investigation, feedback, and resolution.
- Forwarded to the management for further discussion and resolution if required.

#### **Operations/Facilities/External Services**

- Initial complaint directed to the coordinator for feedback and resolution.
- Forwarded to the Headmistress for investigation, feedback, and resolution.
- Forwarded to the management for further discussion and resolution if required.



### **A Member of Staff**

- Initial complaint directed to the coordinator for feedback and resolution.
- Forwarded to the Headmistress for investigation, feedback, and resolution.
- Forwarded to the management for further discussion and resolution if required.

### **Complaints Procedures**

The Headmistress will request a full report from the concerned parties along with any relevant documentation. Based on these documents, the kindergarten may decide to call for a briefing from individual members of staff. The Headmistress investigates the case and will write to the parents to inform them of the action being taken and provide the parents or complainants with a date to expect a full response. The report will be clear and detailed but if the parent is dissatisfied, they can request a meeting with the committee.

A committee meeting will be held in the presence of the following:

- The Kindergarten Complaint Committee
- Staff involved
- The parents/complainants

The meeting will aim to resolve the complaint and achieve a reconciliation between the Kindergarten and the complainant. However, in some cases it may only be possible to establish facts, explain the kindergarten's perspective, and make recommendations to satisfy the complainant or at least make it so that the complaint has been taken seriously.

### **Staff Responsibilities**

- To understand the importance of handling complaints and ensuring a satisfactory resolution, thereby avoiding further escalations
- To ensure proper recording of complaints raised, implemented actions, and resolutions taken.
- To ensure a relevant member of complaints committee is involved in the process when the issue escalates beyond their scope or ability of satisfactory resolution.



### **Confidentiality**

Parent complaints or concerns will be treated confidentially and with respect. Knowledge of the complaint and its nature will be limited to the committee and staff members directly involved only. It is the kindergarten's policy to ensure that complaints made by parents will never adversely affect their children in any way.

### **Disciplinary Procedures for Staff**

Any action taken under staff disciplinary procedures following parental complaints would normally be handled confidentially within the kindergarten. Parents will only be informed that appropriate action has been taken and will not be given any further details.

### **Complaints to the Ministry of Education and Higher Education (MoEHE):**

If the complainant desires to approach MoEHE to register their concerns, they are required to fill out complaint forms as advised by MoEHE Policy for Violation and Complaints. However, parents are recommended to seek the Kindergarten management for resolution of their concerns before escalation. Complaints can also be registered through an email at [complaints@edu.gov.qa](mailto:complaints@edu.gov.qa).

### **Feedback Procedure**

We need to understand what our parents and visitors perceive as our strengths and any recommendations they may wish to share for the improvement of our functioning. This can be achieved through the following:

- Email or verbal communication with our administrative department.
- Email or verbal communication with the relevant coordinator.
- Feedback via the official Kindergarten email address.

If the issue is more pressing than simple feedback and a complaint is deemed necessary, then the procedure mentioned above can be followed.



### **Monitoring and Recording**

- The number of formal complaints per term should be an indicator of how the Kindergarten is meeting the needs of its pupils, addressing parents' concerns, and functioning to their satisfaction.
- Patterns and trends should be highlighted by the complaints committee and proactive actions should take place to prevent re-occurrence.
- Records of complaints will be kept by the Headmistress for review.

### **Evaluation**

Each member of the complaints committee will be responsible for investigating the process of an unresolved complaint relating to their team, to evaluate the effectiveness of the process in handling the complaint in accordance with this policy.