



JEDDAH PREP AND GRAMMAR SCHOOL

Complaints Policy - Parents

Jeddah Prep and Grammar School ('the School') Complaints Policy applies to both the Grammar and Preparatory School, including the Early Years Foundation Stage and the Sixth Form. These procedures comply with The Education (Independent School Standards) Regulations 2019 and the Statutory Framework for the Early Years Foundation Stage 2014 (updated October 2020).

INTRODUCTION

The school prides itself on the quality of teaching and pastoral care provided to its pupils. However, the school recognises that parents may have cause for complaint; a complaint being any matter about which a parent of a pupil is unhappy and seeks action by the school.

If parents do have a complaint, they can expect it to be treated by the school in accordance with this policy. Parents can be assured that all complaints will be treated seriously and confidentially.

This policy is available to parents of pupils currently registered at the school. This policy does not apply to parents of prospective pupils. This policy does not apply to parents of former pupils unless the complaint was initially raised when the pupil was still registered at the school.

STAGE ONE: HEAD OF DEPARTMENT / RELEVANT SLT MEMBER

1. Parents should first raise concerns with the Class Teacher and/or Form Tutor, where appropriate, to allow the matter to be resolved informally.

2. If the concern remains unresolved, it should be referred to the relevant Head of Department or member of the SLT, who will meet with the parents to discuss the complaint and seek a resolution.
3. A record of the complaint and outcome will be maintained. If the matter remains unresolved, parents may proceed to Stage Two.

STAGE TWO: HEAD OF PREP / HEAD OF GRAMMAR SCHOOL

1. If parents remain dissatisfied following Stage One, the complaint may be referred to the Head of Prep or Head of Grammar School, as appropriate.
2. The Head of Prep or Head of Grammar School will meet with the parents, review the complaint and any action already taken, and undertake any further investigation considered necessary.
3. The outcome will be communicated to the parents in writing. If the matter remains unresolved, parents may proceed to Stage Three.

STAGE THREE: FINAL STAGE – HEADMASTER

1. If parents remain dissatisfied following Stage Two, they may refer the complaint to the Headmaster in writing.
2. The Headmaster will meet with the parents, review the complaint and relevant information, and undertake any further investigation considered necessary.
3. The Headmaster will communicate the final decision and reasons in writing. The decision at Stage Three is final.
4. Complaints concerning the Headmaster should be referred directly to the Chair of Governors.

HANDLING OF COMPLAINTS

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except insofar as is required of the School by the Education (Independent Schools Standards) Regulations 2019 and Early Years Statutory Framework; where disclosure is required during the school's inspection; or where any other legal obligation prevails.

Details of the number of complaints in the previous 12 months are available to parents on request.

RECORDS

The headmaster will ensure a written record of all complaints is kept including whether they are resolved following a formal procedure or proceeded to a panel hearing. A written record will also be kept of action taken by the school because of complaints, regardless as to whether they are upheld.

The school's written record will include, amongst other things:

- The date when the complaint was raised
- The name of parent raising the complaint
- The nature of the complaint
- Copies of key correspondence.

TIMEFRAMES

All references to 'working' days in this policy means Sunday to Thursday (excluding weekends and holidays). In the event of a complaint being received during a school holiday period, it will be dealt with as soon as reasonably practicable and normally within the timescales set out throughout this policy. Where there are delays in collecting information, for example, caused by staff absence, parents will be informed of the reasons why and a likely timeframe for a response.

CONTACT DETAILS TO MAKE A COMPLAINT

If parents remain dissatisfied with the school's response and/or feel that intervention at a higher level is appropriate, they may lodge a complaint to external agencies e.g. the Ministry of Education.

Alternative Dispute Resolution

If the School is unable to resolve a complaint with a parent and the internal procedure has been exhausted, the school will write to parents to let them know that they cannot settle the complaint. Use of alternative dispute resolution by the school and parents is voluntary; the school is under no obligation to submit to alternative dispute resolution.

Date of Review: September 2026	Reviewed and approved by: Headmaster, BoG
Date of next review: August 2027	