

POLICY OWNER	Universal Private School
EFFECTIVE DATE:	1 September 2024
NEXT REVIEW DATE	1 September 2026
APPROVAL	School Governing Body & ADEK (if applicable)

UNIVERSAL PRIVATE SCHOOL

Communication & Complaints Policy

Universal Private School (UPS) Communication and Complaints Policy

1. Introduction

Universal Private School (UPS) is committed to maintaining open, respectful, and constructive communication between home and school. We value collaboration with parents and the wider community and view all feedback as an opportunity to strengthen mutual understanding and enhance the quality of education and care we provide.

Our ethos of transparency and approachability ensures that concerns are typically resolved promptly and amicably, without the need for formal escalation. UPS believes that proactive communication—through visibility, accessibility, and active listening—builds trust and prevents misunderstandings. Families are regularly consulted and know their views are genuinely considered.

Guiding Principles

UPS's Communication and Complaints Procedure is guided by the following principles:

- All complaints or concerns raised will be listened to respectfully and acted upon.
- Complaints will be investigated thoroughly, fairly, and promptly.
- Concerns relating to classroom practice, academic issues, or student progress will normally be addressed by the **Class Teacher or Form Advisor**.
- Concerns raised by parents regarding staff conduct will be handled by a **senior member of staff**.
- If the complaint involves a senior leader, the **principal** will oversee the matter directly.
- The school aims to resolve issues informally whenever possible, ensuring a quick, sensitive, and satisfactory outcome for all parties.
- The referral pathway outlined below must be followed in sequence.
- Initial contact will be made with all complainants **within two working days**.

2. Referral Route

Area of Concern	Initial Contact (Stage 1)	Next Level (Stage 2)	Further Escalation (Stage 3)	Final Stage (Stage 4)
Subject matter, homework, curriculum	Class Teacher	Phase Leader / Subject Leader	Head of School	Principal
Student welfare, peer relationships	Class Teacher	Year Group Leader / Counselor	Head of School	Principal
School organisation, policy, or serious matters	Head of Department / Senior Leader	Head of School	Principal	Governing Board Representative
Staff-related matters	HR Officer / Head of School	Principal	Governing Board Representative	ADEK (if required)

3. Communication with Parents and the Community

Effective communication is built on **mutual respect**. UPS staff maintain professionalism in all communications—verbal, written, or digital. All communication with parents must adhere to confidentiality standards and represent the school positively.

- Communication in **EYFS and Primary** is primarily conducted through *the school parents engagement and/or social workers team*.
- Communication across **Middle and High School** is conducted via *iSAMS*.

- Staff must refrain from discussing school matters in public settings or on social media platforms.
- **Specialist teachers**, including Arabic and Islamic Studies teachers, must copy the **class teacher** on all parent correspondence.
- Teachers should respond to all parent inquiries within **24 hours** on working days.

4. Resolving Complaints

At every stage, efforts should be made to resolve complaints constructively. An issue may be resolved by:

- Offering a clear explanation or clarification;
- Acknowledging the concern and apologising, if appropriate;
- Assuring that corrective actions have been taken;
- Providing information on measures to prevent recurrence;
- Reviewing relevant policies or procedures if necessary.

However, if after careful consideration the complaint is found to be unfounded or unsubstantiated, this will be communicated clearly and respectfully to the complainant.

5. Timescale

UPS aims to respond fully to written complaints within **five (5) school days**.

If more time is needed, the complainant will be informed in writing, with an estimated timeframe for a full response.

All complaints concerning **school organisation, policy, staff conduct, or leadership decisions** will follow the formal procedure below.

6. Formal Complaints Procedure

If informal efforts fail to resolve the concern, the complaint proceeds to a **formal stage**.

i. Formal Complaints Review

- The **Principal** will review the case, involving the **HR Officer** and members of the **UPS Leadership Team** as necessary.
- Interviews and written statements will be collected from relevant staff and witnesses.
- Staff may choose to have a representative present during their interview.
- Depending on the nature of the issue, the staff member involved may be asked to remain offsite during the investigation.

ii. Investigation Process

The **Investigating Officer**, appointed by the Principal, will:

1. Establish the facts and persons involved.
2. Clarify the nature and scope of the complaint.
3. Meet or contact the complainant to confirm details and desired resolution.
4. Interview all involved parties fairly and confidentially.
5. Maintain neutrality and open-minded questioning.
6. Record all findings accurately for the final report.

iii. Decision and Communication

- The Principal will review all evidence and issue a written response summarizing findings and actions taken.
- If the complainant remains dissatisfied, they may request an independent review by the **UPS Governing Board**.
- In extreme or unresolved cases, ADEK may be consulted for external mediation.

7. Summary

- Most concerns are resolved informally through direct communication between staff and parents.
- **Formal complaints must be submitted in writing** and will be managed by an individual designated by the Principal.
- All outcomes will be documented, and learning points integrated into ongoing staff development and school improvement processes.

8. Guidance Notes

a. Informal Conversations with Parents

- Begin all discussions with a courteous tone and positive attitude.
- Show empathy, understanding, and professionalism.
- Avoid discussing other students, staff, or confidential matters.
- Concerns about individual pupils should first be discussed internally with the **Year Group Leader** or **Head of Department** before meeting parents.

b. Email Communication with Parents

- All staff must respond to parent emails within **24 working hours**.
- Copy the **Phase Leader** on all responses.
- If a concern warrants higher attention, the Phase Leader forwards it to the **Head of School** or **Principal**.
- Phase Leaders should copy their correspondence to the **Head of School**.
- The Head of School may escalate matters to the Principal if required.

c. Meeting Requests by Parents

- Meeting requests from parents should be accommodated at the earliest opportunity.
- Inform your **Phase Leader** of the request, including proposed date, time, and venue.

- Following any meeting, the staff member must send a **summary email** documenting the discussion and agreed next steps.

9. Continuous Improvement and Record Keeping

- All complaints, whether informal or formal, are recorded by the school administration for quality assurance and improvement tracking.
- The Principal reviews complaint logs each term to identify patterns or systemic issues.
- The school uses this feedback to refine policies, professional conduct, and communication practices.

10. Policy Review

Reviewed by: UPS Leadership Team and Governing Board

Date of Review: August 2025

Next Review Date: July 2026