GFM Complaints Policy

Published Date:	01 September 2026
The Policy will be reviewed annually, or more regularly, in the light of any significant new developments. The next anticipated review date will be:	**01 September 2027**

This policy is applied at GFM alongside our school's vision, mission and values.

Rationale

At GEMS Founders School Al Mizhar (GFM) we are committed to addressing concerns and complaints promptly and effectively. We believe that open communication fosters trust and enhances the educational experience for our students. This policy outlines the procedures for parents, guardians, and other stakeholders to raise concerns and ensures they are resolved in a fair and timely manner. This policy applies to all concerns and complaints raised by parents, guardians, or other stakeholders regarding the academic and non-academic services provided by GFM. It does not cover issues for which there are separate policies or procedures, such as admissions decisions or disciplinary actions.

Our primary objectives are to:

- **Encourage early resolution:** Address informal concerns seriously and openly at the earliest stage to prevent escalation though 'open door' and 'parent solutions'
- **Provide clear procedures:** Offer a structured process for raising and resolving complaints.
- **Ensure fairness**: Treat all parties involved with respect and impartiality.
- **Maintain confidentiality**: Handle all complaints with discretion to protect the privacy of individuals involved.
- **Promote continuous improvement:** Utilise feedback from complaints to enhance our services and practice

1. Roles and Responsibilities

- **Complainants:** Expected to raise concerns promptly and provide clear, concise information.
- **Staff members:** Responsible for addressing concerns related to their roles and deescalating as a priority, escalating only when necessary and unresolved
- **Senior Leadership Team** (SLT): Oversees the implementation of the complaints procedure and manage the complaint to ensure a timely and satisfactory resolution.
- **Local Advisory Board** (LAB): Reviews complaints that remain unresolved after formal procedures and provides an independent assessment.

2. **Complaints Procedure**
    a. **Pre-complaints procedures**
        i. GFM hope to transparently and constructively discuss any concern before it becomes a complaint. Our open-door policy, live feedback link and weekly 'parent solutions' session offer opportunities for a community to visit without an appointment and discuss concerns with any of our leaders.
        ii. We always have senior leaders on duty at the start of the day and during dismissal to ensure leaders are accessible to all.

    b. **Stage 1: Informal Resolution**
        i. **Academic concerns:** Parents or guardians should first informally discuss the issue directly with the relevant subject or form teacher. If unresolved, the matter should be escalated to the Head of Year or Head of Department or Lead teacher.
        ii. **Non-Academic Concerns**: These should be directed to the Parent Relations Executive (PRE) or the Form Tutor or a member of operations team if most appropriate.

We aim to resolve all informal concerns promptly. Staff members will document the concern and any actions taken to address it and ensure detailed feedback is given to the complainant.

3. **Stage 2: Formal Resolution**

If the issue remains unresolved, the complainant should submit a written complaint to the Head of Year (for academic issues) or the PRE/Member of SLT (for non-academic issues). The complaint should detail the issue and any prior attempts at resolution.

- **Acknowledgment:** The complaint will be acknowledged within five school days.
- **Investigation:** An investigation will be conducted, which may include meetings with the complainant and relevant staff members. This process will be completed within five school days.
- **Outcome:** A written response outlining the findings and any actions to be taken will be provided to the complainant.

4. **Stage 3: Escalation and review**

At this stage, the complaint will be reviewed, addressed, and concluded by the Vice Principal or Principal. The decision at this stage will normally be considered final within the school's complaints process. Further review will not usually be undertaken unless there is significant new information or a clear procedural concern. Where a complaint becomes unreasonably repetitive or persistent, the school may respond in line with the GFM Vexatious Complaints Policy.

5. Stage 4: Escalation and Review by the Local Advisory Board (LAB)

If the complaint is unresolved, the complaint is referred to the LAB to resolve and close, as follows.

For unresolved issues at Stage 4:

I. **Submission to LAB:** The complainant can write to the Chair of the LAB within five school days of the Stage 3 outcome, requesting a panel hearing.

II. **Panel composition:** A panel of three LAB members with no prior involvement in the complaint will be convened. One member will be independent of the school's management.

III. **Hearing:** The panel will review all documentation, may hold meetings with involved parties, and will aim to convene within twenty school days of the request.

IV. **Outcome:** A written decision will be provided within ten school days of the hearing, detailing the panel's findings and any recommendations.

6. Communication Guidelines

We encourage all communications to be conducted formally, courteously and swiftly. We endeavor to deal with any concern raised within 24 hours, with more detailed feedback within the timeframes outlined above. We encourage our community to make use of our AI Chat platform to explore information and school procedures where relevant.

Monitoring and Review

This policy is subject to regular review to ensure its effectiveness and compliance. Feedback from stakeholders is welcomed to inform improvements. The Senior Leadership Team, in collaboration with the Local Advisory Board, will oversee the monitoring and implementation of this policy

Designation	Name	Signature	Date
Executive Principal/CEO/	**Akram Tarik**		**01 September 2026**
Principal	**Mia Chorfi**		**01 September 2026**

Next policy review date: 01 September 2027