Feedback and Complaints Policy 2026-27

Implemented:	**September 2011**
Next Review:	**June 2027**

1. Introduction

At The Winchester School, we take seriously our accountability to parents. All staff endeavour to listen to what parents and stakeholders are saying and to work in partnership to resolve any problems or concerns. The school recognises that a student's education will be enhanced by the wholehearted support of parents and appropriate accessibility to its staffing body, Middle and Senior leadership Team.

Many worries or concerns can be managed without the need for formal procedures, providing that the concern is taken seriously and addressed at an early stage. In many cases, the form tutor will receive the first approach and the issue is resolved immediately. However, formal procedures will need to be invoked when initial attempts to resolve the issue remain unsuccessful and the person raising the concern remains dissatisfied and wishes to take the matter further.

2. Aims and objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.
It is inevitable in any institution that there are occasions when parents or other stakeholders are dissatisfied with the service provided. This Policy advises all persons on how to direct a complaint and the potential escalation procedures around this.

3. Complaints Procedure

As an educational establishment, there are different categories of service which may warrant complaints, for example where feedback has failed to improve the service or expectation. To ensure that the right person deals with the right complaint it is important to outline the different categories as per the list below.
Complaints can be received by email or by phone call. All formal complaints will be recorded and monitored via the Leadership Team.

All complaints should be dealt with within 7 working days. Where a complaint is considered more complex and requires additional time for investigation, the lead investigator should inform the complainant with a realistic timeline.

3.1 Students Learning and Teaching

Stage 1 - Initial complaint directed to the form tutor to be resolved and feedback provided
Stage 2 - Initial complaint directed to the Head of Department (Secondary) or Head of Key Stage (Primary) to be resolved and feedback provided
Stage 3 - Forwarded to the respective Head of School responsible for investigation and feedback
Stage 4 - Forwarded to the Vice Principal - for investigation and feedback.
Stage 5 - Forwarded to the Principal/CEO for final resolution

3.2 Students Behaviour, Emotional Wellbeing or Support

Stage 1 - Initial complaint directed to the form tutor to be resolved and feedback provided.
Stage 2 - Initial complaint directed to the Head of Year/Head of Key Stage to be resolved and feedback provided.
Stage 3 – Forwarded to Head of Well Being
Stage 4 - Forwarded to the Vice Principal for investigation and feedback.
Stage 5 - Forwarded to the Principal/CEO for final resolution.

3.3 Operations/Facilities/External Services

Stage 1 - Initial complaint directed to the PRE to be resolved and feedback provided.
Stage 2 - Initial complaint directed to the Manager of School Operations to be resolved and feedback provided.
Stage 3 - Forwarded to the Principal/CEO for final resolution.

3.4 A member of Staff

Stage 1 - Forwarded to the Vice Principal for investigation and feedback.
Stage 2 - Forwarded to the Principal/CEO for final resolution.

3.5 A Member of the Leadership Team

To be directed to the Principal/CEO for investigation feedback and final resolution

3.6 The Principal/CEO

To be directed to the Brand Ambassador or Executive Vice President Schools or GEMS Corporate Office either through a mail or phone (hotline).

4 Independent Complaints Procedure

4.1 It is recognised that on occasions the complainant may not be satisfied with the result of a complaint at school level. Where this is the case, and only following the complaints procedure as outlined in Section 3, there is an option to put in writing a complaint in relation to either:

a. The initial complaint
b. The complaints procedure

4.2 All complaints relating to the above will be dealt with at GEMS Corporate Office where an independent investigation will be conducted.

4.3 Where recommendations are suggested, the Principal and Leadership Team will review policy and procedure and make changes where appropriate.

5 Responsibilities – Staff

5.1 To understand the importance of handling and resolving the initial complaint and ensuring a resolution is found to satisfy the complainant and to avoid further escalation.

5.2 To ensure the recording of complaints, implemented actions and those relevant line managers are involved in any escalation of complaints. All meetings regarding complaints must be well-documented, with records appropriately shared with the complainant.

5.3 To ensure the relevant member of the Senior Leadership Team is involved immediately where a complaint escalates beyond their ability to offer an acceptable resolution.

6 Safeguarding Complaints

The school safeguarding team will be informed of any complaints that raise safeguarding concerns, these will be recorded on Guard and addressed by the Designated Safeguarding Lead (DSL) or a Deputy Designated Safeguarding Lead (DDSL). Any safeguarding-related allegations against adults should be reported to the DSL and will be addressed by an allegations manager from the safeguarding team.

7 Feedback Procedure

It's important for us to understand what our parents and visitors perceive as our strengths and likewise what recommendations for improvement to our service they would like to see take place. This can be achieved in the following ways:

7.1 Email or verbal conversation with our Parent Relations Executive.

7.2 Email or verbal conversation with the relevant class or departmental representative.

7.3 Feedback via the generic school email address found on our website.

When it is felt that an issue is more pressing than simple feedback and an informal or formal complaint is deemed necessary, then the Complaints Procedure outlined in Section 3 should be followed.

8 Monitoring and Recording

8.1 The number of formal complaints per term should be an indicator of how the school is meeting the needs of its students and addressing customer satisfaction.

8.2 Patterns and trends should be highlighted by the Senior Leadership Team and proactive actions should take place to prevent re-occurrence.

8.3 Recording of complaints will be kept by the Principal/CEO for review by GEMS Corporate Office should an escalation be required.

9 Formal lines of communication.

All complaints must be submitted through formal channels to ensure appropriate documentation, confidentiality, and timely resolution. Parents and stakeholders are requested to raise concerns via one of the following methods:

- Telephone (via the school's main reception)
- Email (to the school's designated contact address)
- In-person meetings, which must be arranged by appointment
- To PRE

To maintain the integrity and effectiveness of our communication processes, we kindly request that complaints are not raised via social media platforms or WhatsApp number, which are not monitored for formal concerns.

The school's **official social media platforms (e.g., Facebook and Instagram)** are intended solely to share and celebrate the achievements and activities of our school community. We ask all parents and guardians to respect these platforms as spaces for positive engagement, and not as a forum for expressing grievances or concerns.

10 Communication After a Complaint is Concluded

Once a complaint has been fully investigated, both the complainant and the relevant member of staff will be informed in writing of the outcome. The conclusion will fall into one of the following categories:

- There is insufficient evidence to reach a conclusion; therefore, the complaint cannot be upheld.
- The concern is not substantiated by the evidence.

- The concern is substantiated in part or in full. In such cases, a summary of the actions the school is taking in response to the complaint will be provided. However, specific details of individual actions taken concerning a staff member, student, or parent will remain confidential.
- The matter has been fully investigated, and appropriate internal procedures are being followed. These processes are strictly confidential.

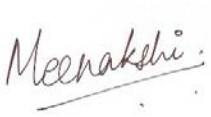
11 Evaluation

11.1 Each member of the Leadership Team is responsible for investigating any unresolved complaints within their area of responsibility. This includes evaluating the effectiveness of the complaints process in line with this policy.

11.2 Findings and feedback related to process improvements should be shared with the Principal/CEO to support continuous improvement and ensure the policy remains fit for purpose.

12 Monitoring and Review

This policy has been reviewed and agreed upon by the teaching staff and leadership teams for implementation in the academic year. It will be reviewed annually or earlier if required, based on feedback, updates from GEMS Education, or changes in regulations.

Signed : 

Date : June 2026

مدرسة وينشستر
The Winchester School

COMPLAINT FORM

NAME OF THE PARENT _____ MOBILE NUMBER _____

EMAIL ADDRESS _____

NAME OF CHILD _____ CLASS _____

NATURE OF COMPLAINT (PLEASE TICK)

☐ ACADEMIC oISSUE IN THE CLASS oOTHER

Description of the incident

_____

Date

Parent Signature

_____

Feedback to parent from school

_____

Date

Signature of staff

_____