

Queen's - Complaints policy

Version Date	Date of next review
26 April 2026	August 2027

Policy statement

This policy and procedure aim to reassure parents and others with an interest in the school that:

- Any complaint against the school will be dealt with in a fair, open and responsive way, to achieve a speedy and satisfactory resolution; and
- The school recognises that a willingness to listen to questions and criticism and to respond positively can lead to improvements in school practices and provision for pupils.

Artemis Education, together with the Principal of Queen's International School, sets the direction and tone of the school in all that they do and is committed to working with parents in the best interests of their students' education. The purpose of the Complaints Policy is to address complaints raised by parents. The Policy covers all matters relating to the actions of staff employed in the school and the application of school procedures, where they affect individual pupils.

Where it becomes evident at an early stage that a matter should be dealt with according to other established procedures or appeals mechanisms, this Complaints Policy will be set aside in favour of the agreed procedure, such as Safeguarding, or Bullying. The school will not deal with anonymous complaints (except for those concerning child protection matters); consequently, these procedures do not provide for a resolution of anonymous complaints.

Your Rights When Making a Complaint

In dealing with your complaint, we will ensure that you receive:

- Fair treatment;
- Professionalism;
- A timely response;
- Accurate advice;
- Respect for your privacy - complaints will be treated as confidentially as possible, allowing for the possibility that we may have to consult with other appropriate parties about your complaint; and
- Reasons for our decisions.

If your complaint is upheld, we will acknowledge it and take appropriate action to address your concerns. If, after review, it is determined that your complaint has no basis, we will inform you accordingly.

Your responsibility when making a complaint

In making your complaint, we would expect that you:

- Raise issues promptly;
- Treat our staff with respect and courtesy;
- Provide accurate and concise information in relation to the issues you raise; and
- Use these procedures fully and engage in them at the appropriate stages.

Policy

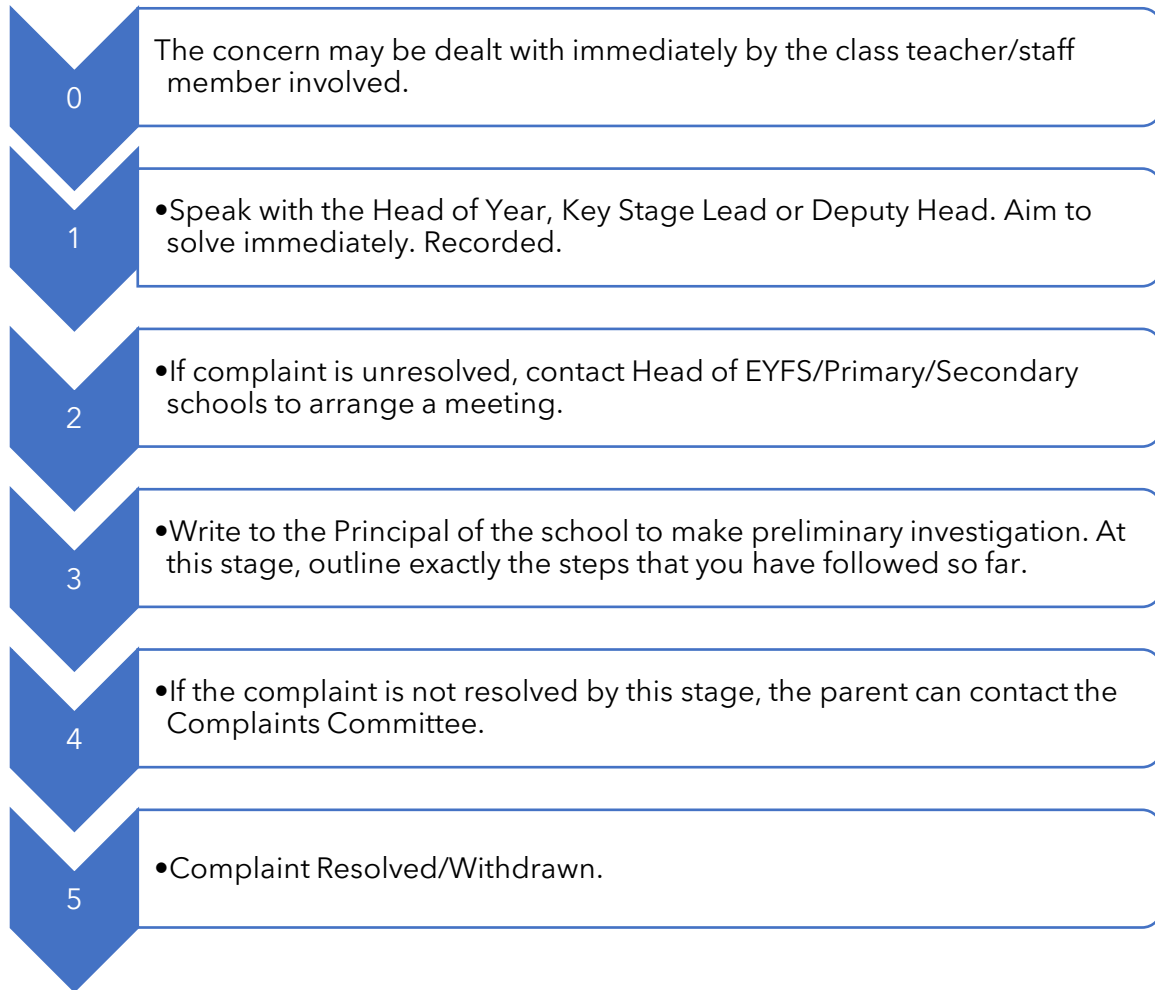
Records of all conversations and meetings with parents/complainants to resolve formal complaints will be kept.

- At an informal stage, complaints will be recorded on iSAMS through the parent communication tab.
- At formal stages, complaints should be made in writing with records kept securely. Responses should also be given in writing with copies kept.
- If face-to-face meetings are held, minutes from the meeting should be kept.
- There may be rare occasions when, despite all the stages of the procedure having been followed, a parent remains dissatisfied. If the parent seeks to re-open the same issue, the school reserves the right to inform them in writing that the procedure has been exhausted and the matter is closed.

Expressing Concerns

On occasions, a parent may raise a concern directly with school staff without any formality. At this stage, it may be unclear whether the parent is making a complaint, seeking information or has misunderstood a situation. In any event, the school aims to resolve the concern promptly and effectively.

- At this stage, the concern may be dealt with immediately by the class teacher/teacher involved in the case of specialist lessons.
- The school's Head of National Subjects may be involved to aid communication and translation (Arabic Speakers).
- If the concern is not resolved immediately, and a complaint is confirmed by the parent, the opportunity to discuss the matter with an appropriate member of staff will be given, e.g. Key Stage Leads, Deputy Heads or Head of EYFS, Primary or Secondary.
- The member of staff will discuss the issue with the parent and those involved in school, to resolve the complaint as soon as possible. The parent will be informed of the outcome of the investigation and of any action the school proposes to take.
- In the case of a complaint against the Leadership Teams, this stage will always be heard directly by the Complaints Committee (see below).



Complaints Committee

If the above processes have been exhausted and no satisfactory solution has been found within the school, the member of staff dealing with the complaint will ask the parent whether they wish the complaint to be considered by the Complaints Committee.

Stage 1. Parents can be referred to the Complaints Committee, which is made up of the Principal, Mrs Djedid, Head of Finance & Operations, Mr Talbot, the Deputy Head of Primary, Mrs Smith, and the Ministry Coordinator, Mrs Ghaly.

Stage 2. Parents can contact Artemis Director of Education, Darren Acomb darren.acomb@artemis-education.com

Stage 3. Parents can contact the MOEHE: <https://privateschools.edu.gov.qa>

Withdrawing a Complaint

If a complainant wishes to withdraw his complaint, he/she will be asked to confirm the withdrawal in writing.