



'Students achieving their full potential as active thinkers
and self-motivated, life-long learners within a supportive environment'

Complaints Policy and Procedure

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| Reviewed by: | Date: December 2025 |
| To be reviewed: SLT | Date: December 2026 |

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Rationale

At Cambridge English School Mangaf, we place the highest value on positive relationships with parents. Our aim is to address concerns promptly and informally, before they develop into formal complaints.

If any parent is unhappy with their child's education or has concerns about the school, we encourage them to speak directly with the child's class teacher at the earliest opportunity. Sharing concerns with the class teacher allows for reassurance and, where necessary, collaboration to take practical steps to resolve the issue. Parents should never hesitate to raise concerns, as all issues will be treated seriously and considered with a view to reaching a mutually agreeable resolution.

The school is committed to handling all complaints in a fair, open, and honest manner. We will respond as swiftly as possible, always keeping the best interests of the Pupils at the center of any resolution.

Appendix 1: The Complaints Procedure

Principles

This school is committed to dealing with complaints fairly, promptly, and transparently. Complaints are handled with due regard to confidentiality, natural justice, and the welfare of the child. Parents are encouraged to raise concerns early so that issues can be resolved informally wherever possible.

Records of complaints and outcomes are maintained securely and reviewed by senior leadership to support continuous improvement.

Cambridge English School Mangaf is committed to handling complaints promptly and fairly. All complaints will be acknowledged within 24 hours, and feedback or an outcome will be communicated within 48 hours. Should further time be required, parents will be kept informed of the progress.

Stage 1 – Informal Concern

In the first instance, parents should raise concerns with the child's class teacher. Appointments can be made via the school office, or the teacher may be contacted through MyU.

Most concerns are resolved at this stage through open discussion. Where appropriate, a member of the Senior Leadership Team (SLT) may be involved.

Stage 2 – Escalation to Middle Leadership

If the concern is not resolved, parents should request a meeting with the Year Group Leader or Head of Faculty.

If neither is available, the concern may be escalated to the Head of Pastoral Care, School Social Worker, or Head of School.

The matter will be reviewed and, where necessary, investigated. Parents will be informed of outcomes and next steps.

Stage 3 – Head of School

If the complaint remains unresolved, parents should make an appointment with the Head of School.

The Head of School will:

- Review previous actions and evidence
- Meet with relevant parties where necessary
- Provide a clear response and any actions to be taken
- A written summary of the outcome will be recorded.

Stage 4 – Principal

If resolution is not achieved, parents may request a meeting with the Principal.

The Principal will conduct an impartial review of the complaint, ensuring:

- Appropriate investigation
- Proportionality and fairness
- Compliance with school policy and safeguarding duties
- The outcome will be communicated in writing.

Stage 5 – Formal Complaint

If the parent remains dissatisfied after meeting with the Principal, a formal complaint may be submitted.

Process:

The complaint must be submitted within 10 school days of the Head of School's or Principal's response.

Complaints must be sent via MyU or the school's official email system to ensure receipt.

The submission must clearly state:

- The nature of the complaint
- Why the outcome remains unsatisfactory
- The resolution sought

The Principal will:

- Acknowledge receipt within 3 working days
- Provide a clear timeline for consideration
- Inform the school's owners and legal advisers, as appropriate

Where required, a formal investigation will be undertaken. This may include interviews, evidence of review, and consultation with relevant professionals.

* A full investigation may take up to 7 working days, though the school will aim to conclude sooner where possible.

Final Outcome and Governance

The outcome of the formal complaint will be shared in writing with all relevant parties. Records of formal complaints and actions taken are reported to the school's governance body, ensuring oversight and compliance with BSO expectations.

This procedure does not limit parents' rights to raise concerns with external authorities where appropriate.

Procedural Clarifications and Additional Provisions

Confirmation of Process

At each stage, staff will confirm that parents have followed the correct procedure. If necessary, parents will be referred back to the appropriate stage to ensure fairness and consistency.

Complaints About Senior Leaders

SLT: Concerns should first be raised informally with the Principal (Stage 4). The Principal is obliged to investigate.

Principal: Concerns should first be raised informally with a Head Office or governance representative.

Formal complaints in both cases will follow the process outlined in Stage 5.

Exhaustion of the Complaints Process

Once all stages have been followed and the complainant remains dissatisfied, the same issue may not be reopened. The Principal may confirm in writing that the process has been exhausted and the matter is closed.

Anonymous Complaints

Anonymous complaints will not normally be investigated, except in exceptional circumstances or where serious concerns exist (e.g., safeguarding, child protection, bullying). In such cases, the school may involve the school's legal team as appropriate.

Representation and Group Complaints

The school reserves the right not to meet with large groups or parents claiming to represent others. Petitions are not considered an appropriate mechanism for raising concerns and will not be accepted.

Meetings and Communication with Parents

Staff are always willing to meet parents to discuss matters relating to their own child(ren).

Appointments will be offered within 3 school days wherever possible.

Staff will only discuss the parent's own child(ren) and will not comment on other pupils, in line with confidentiality and data protection requirements.

Governance and Oversight

All formal complaints and outcomes are reported to the school's governing body/head office to ensure oversight, compliance with BSO standards, and continuous improvement.

This procedure does not limit parents' rights to raise concerns with external authorities if appropriate.

Appendix 2: Investigating Complaints

The person investigating a complaint will:

- Establish the facts; determine what has happened so far and who has been involved.
- Clarify the complaint; identify what remains unresolved.
- Engage with the complainant; meet or contact them if further information is required.
- Understand the desired outcome; clarify what the complainant feels would resolve the issue.
- Conduct interviews impartially; maintain an open mind and be prepared to persist with questioning where necessary.
- Document thoroughly; complete all necessary notes and records of the investigation.

All investigations will be conducted fairly, consistently, and in accordance with safeguarding and data protection obligations.

Appendix 3: Resolving Complaints

At each stage, the school and complainant should consider ways in which a complaint can be resolved. Resolution may include acknowledgment that the complaint is valid, either in whole or in part.

Possible actions include:

- An apology.
- An admission that the situation could have been handled differently or better (note: this is distinct from an admission of negligence).
- Assurance that the event leading to the complaint will not recur.
- Explanation of steps taken to prevent a recurrence (details of any disciplinary procedures will not be shared).
- Undertaking to review school policy or procedure in light of the complaint.
- Explanation that there is insufficient evidence to uphold the complaint.
- Explanation that, following investigation, evidence does not substantiate the concern.

The Principal is responsible for monitoring the complaints procedure to ensure all complaints are handled appropriately. Records of all complaints and outcomes are maintained by the Head of Pastoral Care and reviewed periodically to support continuous improvement.

Complaints Reporting Form Link

Cambridge English School Mangaf Reporting Form 2025/2026

