SHERBORNE Qatar has an ‘open door’ policy and we always welcome feedback from parents. Consequently, almost all issues can be solved very easily and quickly. However, if that is not possible, parents may feel that they wish to make a complaint.

A complaint is an expression of dissatisfaction about a real or perceived problem. It may be made about the school as a whole, about a specific department, event or an individual member of staff. We do not distinguish between formal and informal complaints. An informal complaint might appear trivial but it can easily escalate and so is afforded the same attention as a more formal complaint.

The school prides itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be taken seriously. The School will always try to receive complaints in an open and supportive way. Wherever possible we seek to resolve complaints, anxieties and issues in a positive manner, to the satisfaction of all parties.

It is hoped that most complaints and concerns will be resolved quickly and informally. If parents have a complaint, they should normally contact their child’s Form Teacher. In many cases, the matter will be resolved straightaway. If the Form Teacher cannot resolve the matter alone, it may be necessary for him/her to consult the SLT.

Complaints made directly to the Headmaster will usually be referred to the relevant Form Teacher unless the Headmaster deems it appropriate for him to deal with the matter personally.

The Form Teacher will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within a few days or in the event that the Form Teacher and the parent fail to reach a satisfactory resolution on an informal basis then parents will be advised to put their complaint in writing to The Headmaster. After considering the complaint The Headmaster will decide on the appropriate course of action. Please note that we will not rush into a decision. We hope you will appreciate that our response will be “considered”.

In most cases the Headmaster will meet the parents concerned to discuss the matter. If possible, a resolution will be reached at this stage. It may be necessary for The Headmaster to carry out further investigations. The Headmaster will keep written records of all meetings and interviews held in relation to the complaint and these will be confidential.

Once The Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The Headmaster will also give reasons for his decision.

If parents are still not satisfied with the decision, they may choose to go to the next stage of this procedure and details of this, which will involve a Complaints Panel which includes members of the Governors, are available on request.

It is hoped that parents and the public will always feel able to complain in person. However, if an anonymous complaint is received it will be recorded in the Complaints Log. The Principal will decide what, if any, action should be taken as the result of such a complaint.

The full Complaints Policy is available on request to all parents, both current and prospective.