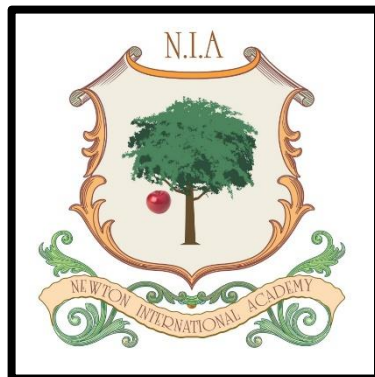


# NEWTON INTERNATIONAL ACADEMY

## LUSAIL

### COMMUNICATION AND COMPLAINTS PROCEDURE



**ACADEMIC  
YEAR  
2025 - 2026**



***"An international community of learners  
striving for excellence and celebrating  
success"***



## Communication and Complaint Procedure at NIA Lusail

### Vision

An international community of learners striving for excellence and celebrating success.

### Mission

We aim to provide the highest quality of education possible for our pupils of all abilities. In doing so, we aim to positively encourage each pupil to achieve academic excellence, enjoy creative diversity, develop critical thinking skills, and become lifelong learners and responsible citizens.

To achieve this, we will provide a diverse education in a safe, supportive environment that promotes self-discipline and motivation. We will provide and maintain a calm, trusting, and caring atmosphere where teaching and learning are meaningful and developed. We will work in partnership with our staff, pupils, parents, and the wider community to achieve our vision.

### Rationale

Effective communication is essential for fostering positive relationships between NIA Lusail and its families, ensuring that concerns are addressed promptly and appropriately. This procedure outlines the channels for communication and the steps for raising complaints, ensuring alignment with best practices as outlined by CIS, DfE, and the Equality Act 2010. By establishing clear guidelines, the school promotes transparency, accountability, and a collaborative approach to resolving issues, while maintaining compliance with non-discrimination and data protection principles.

### Aim

The aim of this procedure is to provide clear guidance for communication and a structured process for addressing complaints at NIA Lusail, ensuring that all concerns are managed fairly, efficiently, and in a timely manner, while upholding the principles of equality and data protection.

### Communication Channels

At NIA Lusail, we offer various avenues for communication, including newsletters, student planners, ClassDojo (for EYFS and Primary), SIMS Parent App, email, and phone appointments with staff. Clear and timely communication is critical to ensuring the best possible outcomes for individual students.

#### 1. Initial Contact:

- In the first instance, please contact your child's Form Tutor or Class Teacher to make an appointment to discuss any concerns.
- If you are unsure who to contact or require further clarification, please contact the school reception or use the school's official email address as provided on the NIA Lusail website for guidance.

#### 2. Staff Availability:

- It is not usually possible to speak to teaching staff during lesson time, except during scheduled breaks if they are not on duty.



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- To contact staff, please email or phone reception to request an appointment or leave a message. Allow reasonable time for staff to respond, bearing in mind their teaching and pastoral responsibilities.
3. Student Communication:
- Students must obtain permission to use the reception telephone, which is reserved for emergency situations only.

## Communication Guidelines

Any questions, queries, issues, or concerns should be directed through the appropriate communication channels, as outlined below:

- Classroom question, concern, or query: Form Tutor / Class Teacher
- Curriculum question, concern, or query: Form Tutor / Class Teacher / Head of Department / Deputy Head of Primary or Secondary (Academic) / EYFS Coordinator
- Pastoral concern: Form Tutor / Class Teacher / Year Leader / Deputy Head of Primary or Secondary (Pastoral) / EYFS Coordinator
- IGCSE or AS subject-specific question, concern, or query: Head of Department / Head of Year / Deputy Head of Secondary (Academic)
- IGCSE or AS examination-related question, concern, or query: Examinations Officer / Deputy Head of Secondary (Academic)

If the matter requires further discussion, an appointment can be made with the Senior Leadership Team at a mutually convenient time.

## Complaint Guidelines

### Formal Complaints

At NIA Lusail, we recognise that strong school–home relationships are built on transparency and mutual trust. While we aim to resolve all concerns informally and at the earliest stage, there may be times when a formal complaint is necessary. In such cases, the following procedure should be followed:

- a. A written letter of complaint must be submitted, either by hand or via email, to a member of the Senior Management Team (SMT). The complaint should clearly outline the key facts, be signed and dated, and include a daytime contact number. Anonymous complaints will not be investigated formally.
- b. A member of the SMT will review the complaint and, where appropriate, refer it to the relevant staff member or phase leader for initial investigation. A response or update will be provided within two working days. Please note, at this stage, any concern raised about an individual will remain an allegation until formally investigated.
- c. If the matter cannot be resolved at the teacher or year leader level within two working days, it will be escalated to the relevant Deputy Head or Head of School for further investigation. A formal response will be provided to the parent within three working days, either via phone, email, or a face-to-face meeting.



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- d. If a meeting is arranged, parents are expected to attend as scheduled. If unavailable, they must contact reception to arrange an alternative time. Where needed, an Arabic-speaking translator will be present. Final written outcomes will be shared in both English and Arabic, where appropriate.
- e. If a solution is not achieved at this stage, the matter will be referred to the Deputy Principal and Principal, whose decision will be final at school level.
- f. The school reserves the right to escalate cases to the CEO of the Newton Group of Schools if a parent behaves aggressively, harasses staff, or undermines the respectful communication culture of the school. Repeated breaches may lead to a recommendation that the student is not re-enrolled.
- g. All formal complaints and outcomes are recorded in a secure electronic log maintained by the relevant Head of Primary or Secondary, ensuring traceability and safeguarding compliance.

## Handling Serious Complaints

Serious complaints, especially those relating to safeguarding, staff conduct, discrimination, or academic malpractice, will be handled by the SMT, Deputy Principal, or Principal. Investigations may include:

- A formal interview with the complainant and relevant school representatives
- Collection of supporting documents and witness statements
- Referral to HR for formal disciplinary proceedings, where necessary
- Submission of a full report to the CEO of the Newton Group if required for governance or legal purposes
- All actions will be carried out in line with the Newton Group's internal policies and relevant Qatari and international standards for education and child protection.

## Timeliness

NIA Lusail is committed to resolving formal complaints swiftly and fairly. Most complaints will be responded to within 2–5 working days, depending on the complexity of the matter. Parents will be kept informed of any necessary delays.

## Panel Hearing

If the complainant remains dissatisfied after following the full complaint process, they may request a formal panel hearing. This panel will be appointed by the CEO of the Newton Group of Schools and will:

- Consist of at least three individuals with no prior involvement in the case
- Include one member independent of school leadership and management
- Invite the parent to attend and be accompanied by a supporter, if they wish
- Be available for inspection on the school premises by the CEO and Principal
- Provide findings and written recommendations, which will be shared with the complainant and any person against whom the complaint was made.



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## **Non-Discrimination and Data Protection Compliance**

NIA Lusail is committed to upholding the principles of the Equality Act 2010, ensuring that no student, parent, or staff member is discriminated against based on any protected characteristic. This includes sex, race, disability, religion or belief, gender reassignment, pregnancy and maternity, or sexual orientation. Equality and inclusion are fundamental to our school culture and operations.

All communication and complaint procedures will be conducted with full respect for confidentiality and in compliance with the Data Protection Act 2018 and UK GDPR standards. Personal data will be handled responsibly and securely, ensuring it is processed fairly, lawfully, and only for legitimate purposes, in line with best practices across all Newton Group schools.