



**DUBAI
BRITISH
SCHOOL**
EMIRATES HILLS

Complaints Procedure for Parents

This procedure is reviewed annually to ensure compliance with current regulations

Approved/reviewed by	
Principal	
Date of review	August 2024
Date of next review	August 2025

Dubai British School welcomes suggestions and comments from parents and takes seriously any complaints or concerns that they may arise. We encourage parents to bring these to our attention as early as possible in order that we have the opportunity to rectify a problem or explain the school's position before a concern becomes more serious.

A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond.

We will ensure that:

- Parents who wish to make a complaint know how to do so
- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realise that we will listen and take all complaints seriously
- We take appropriate action where necessary

How to raise a complaint?

We value the relationship we have with our community and hope that if you have a concern, you feel able to come in and talk to a member of staff about it. A concern may be raised at any time, in person, in writing or by telephone. If we are not aware of an issue, we cannot begin to address it.

Stage 1: Informal Resolution

Individuals with concerns or complaints should raise these in the first instance with their child's Class Teacher / Form Tutor by email, or by verbally requesting a meeting. If the parent is not satisfied with the response of the Class Teacher / Form Tutor or feel that the matter is sufficiently sensitive or serious, they could contact the Key Stage Leader who will liaise with relevant staff to put the parent in contact with the appropriate member of the Senior Management Team or the Head of School. Staff endeavor to respond to all correspondence within 48hr (two working days) with either a specific response or an acknowledgement whilst further information is sought.

Parents may also write directly to the Principal if the matter is of serious concern although the issue would still have to be referred back to and discussed with appropriate members of the School Management Team.

Complaints against teaching staff should be made to the Head of School. Complaints against the Head of School should be made to the Principal. Complaints against the Principal are dealt in accordance with stage 3 of this procedure.

Stage 2: Formal Resolution

If a concern is not resolved swiftly or not to the individuals satisfaction, a formal complaint may be raised. Formal complaints must be made in writing, and complainants will receive a response within two working days, acknowledging their letter and explaining how the school propose to proceed.

In many circumstances, the person contacted may need to discuss the issue with one or more colleagues and consider further before a response can be made. The parent will be given a date by which they will receive a further response. If a detailed explanation of the issues is needed, a

letter or report will be sent to the parent as quickly as possible informing them of the outcome of their complaint and will explain any action taken or proposed. Alternatively, the parent may be invited to a meeting at the school.

The Principal's PA will keep a written record of all significant parental complaints and their outcome, which will be reported to Governors periodically.

Stage 3: Panel Review

We will endeavor to ensure that all complainants are satisfied with the outcome and feel that their concerns have been fully addressed.

If a complainant is dissatisfied, they may raise their concern to the review of the Board, via the school office, within 5 school days of receipt of the Stage 2 response.

Requests received outside of this time frame will only be considered under exceptional circumstances. The Board will not review any new issues at this stage or consider evidence unrelated to the initial complaint. New complaints must be dealt with Stage 1 of this procedure. This is the final stage of the procedure.

The Board Secretary will acknowledge receipt of the complaint in writing within 5 school days and will aim to schedule a panel hearing within 10 school days of receipt of a Stage 3 request. If this is not possible, he / she will provide an anticipated date and inform the parents. The panel will consist of at least 3 persons not directly involved in the matters detailed in the complaint, one of whom will be independent of the management of the school. Its members shall be appointed by the Board.

If the complaint is made against a member of staff, the particulars of the complaint will be made available to the member of staff, and that member of staff will have the right to speak with the Panel.

The parents and, where applicable, the member of staff may be accompanied to the hearing by one other person. Legal representation will not be appropriate.

If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation. Where further investigation is required, the Panel will decide how it should be carried out.

After due consideration of all facts considered relevant, the Panel will reach a decision and may make recommendations, which will be completed within 10 school days of the hearing. The panel can uphold the complaint in whole or in part or dismiss the complaint in whole or in part. If the complaint is upheld in whole or in part, the committee will decide on the appropriate action to be taken to resolve the complaint where appropriate, recommend changes to the school's systems or procedures to prevent similar issues in the future. A written record of any complaints and how they were resolved will be formally held by the school.

The decision of the Panel will be final. The Panel's findings and decision will be sent in writing to the parents, the Board and, where relevant, the person who is subject of the complaint.

Confidentiality

Parental complaints or concerns will be treated in a confidential manner and with respect. Knowledge of the complaint or concern will be limited to the Head of School and those directly involved.

We cannot, however, entirely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved. This would only be likely to happen where, for example, a child's safety was at risk or it became necessary to refer matters to the police. Before this happens, the parent making the complaint would be fully informed.

Anonymous complaints

Anonymous complaints will not be pursued.

Staff disciplinary procedures

Any action taken under staff disciplinary procedures following parental complaints will be handled confidentially within the school. Parents will be informed that appropriate action had been taken.

Pupil complaints, concerns and counselling procedures

The principles which apply to parental complaints also apply to complaints and concerns from pupils. However, there are differences in approach. We believe that it is important that pupils should be able to raise concerns with any member of staff with whom they feel comfortable. Pupils may also use the DBS email system to make a member of staff aware of their concerns in a confidential manner. As with parental complaints, anonymous complaints will not be pursued.

Pupils may also raise general concerns via tutor group meetings and School Council meetings. At the start of each year, the Form Tutor and Class Teachers will explain these procedures to their pupils and students in a manner appropriate to their age. The school is determined to ensure that all pupils know to whom they can turn to with a problem and to whom they can make a formal or informal complaint.