



**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 2023
Date of next review	August 2024



Dubai British School welcomes suggestions and comments from parents and takes very seriously any complaints and 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 should I complain?**

Parents who have any concerns or complaints, should normally raise these in the first instance with their child's Class Teacher / Form Tutor by letter, email, telephone 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 then be able to liaise with relevant staff, put the parent in contact with the appropriate member of the Senior Management Team or refer the parent directly to the Head of School. Parents may feel that they should contact the Head of School directly, especially on a matter of great importance or sensitivity, however, matters usually have to be referred back to the Key Stage Leader therefore, it is best to seek his/her advice in the first instance.

Parents can 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.

## **What will happen next?**

If a parent raises an issue face to face or by telephone or email, it will hopefully be possible to resolve the matter immediately and to their satisfaction.

If the parent has made a complaint or suggestion in writing, they will receive a response within two working days, acknowledging their letter and explaining how they/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.

## **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. It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

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 would normally be handled confidentially within the school. Parents would be informed that appropriate action had been taken.

## **What happens if a parent is dissatisfied with the outcome?**

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

If a parent is dissatisfied with the outcome then they should take the following action:

- At Key Stage Leader level, contact the relevant Head of School
- At Head of School level, refer the matter to the Principal
- At Principal level, write directly to the CEO of Taaleem. Please contact the Personal Assistant of the CEO on 04-349 8806.

## **Complaints to the CEO of Taaleem**

The CEO or his/her delegated representative will request a full report from the Principal along with all relevant documents. On the basis of these, the CEO or his/her representative may decide to call for a briefing from individual members of staff. As the CEO or his/her representative starts to investigate the case he/she will write to the parent to inform them of the action being taken and will ask the parent if they wish to add what they have already said and will give a date by which the parent may expect a full response. The CEO or his/her representative may be able to offer a new approach to the matter which may satisfactorily conclude the matter for the parent. The CEO's response will be clear and detailed but, if the parent remains dissatisfied the CEO will also offer a meeting.

If a meeting is requested those involved will be:

- The CEO or his/her representative
- The Principal
- The relevant member of staff (if deemed necessary)
- The parents
- One person independent of the management and running of the school

The CEO or his/her representative, after questioning and listening to the parents and the Principal, will hopefully be able to find a solution within 2 weeks of receiving the formal complaint.

## **Our philosophy towards complaints**

Dubai British School recognises and acknowledges the parental entitlement to complain or air a grievance and will endeavor to work with parents in the best interest of the pupils in our care. The culture of the School is open and complaints are received in a positive manner. We want to encourage parental views and ideas. If a parent is in doubt about whether or not to raise a concern, we would encourage them to contact the School, as we are here to help. We would ask, however, that together the school and parents present a united front in order to avoid any child receiving potentially confusing or damaging mixed messages.

## **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 our 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.