



**DUBAI
BRITISH
SCHOOL**
JUMEIRAH PARK

Complaints Procedure for Parents

This procedure is reviewed annually to ensure compliance with current regulations

	Date	Name(s):
Created:	September 2022	Principal
Last reviewed:	September 2024	Principal
To be reviewed:	September 2025	

Complaints Policy and Procedure for Parents

This policy outlines the procedures for raising, managing, and resolving complaints at Dubai British School Jumeirah Park. We are committed to ensuring that concerns are addressed fairly, promptly, and in the best interests of all pupils.

At Dubai British School Jumeirah Park, we value suggestions and comments from parents and take all concerns and complaints seriously. We encourage parents to raise any issues as early as possible, allowing us the opportunity to resolve matters promptly or explain the school's position before concerns escalate.

A complaint is defined as an expression of genuine dissatisfaction to which the school will respond appropriately. We are committed to the following principles:

- Ensuring that parents are informed of how to raise a complaint
- Responding to complaints in a timely, courteous, and efficient manner
- Listening carefully and treating all complaints with seriousness and respect
- Taking appropriate and proportionate action where necessary

How to Raise a Complaint

Parents who have concerns or complaints should, in the first instance, contact their child's Class Teacher or Form Tutor. This may be done via letter, email, telephone, or by requesting a meeting.

Should a parent feel dissatisfied with the response, or if the matter is particularly sensitive or serious, they may contact the relevant Key Stage Leader. The Key Stage Leader will liaise with the appropriate staff member, connect the parent with a member of the Senior Leadership Team, or refer the matter directly to the Head of School.

In cases of significant importance or sensitivity, parents may feel it necessary to contact the Head of School directly. However, many matters may still need to be referred back to the Year or Subject Leader. Therefore, we encourage parents to seek guidance at the appropriate level initially.

In exceptional cases, where the issue is deemed of serious concern, parents may write directly to the Principal. Please note, however, that the matter may still need to be discussed with appropriate members of the School Leadership Team before a resolution is reached.

What Happens Next?

If a concern is raised in person, by telephone, or by email, we aim to resolve the matter immediately to the satisfaction of all parties.

If a complaint is made in writing, the school will acknowledge receipt within two working days and outline the proposed course of action.

The school aims to provide a full response to complaints within ten working days of acknowledgement, unless the complexity of the matter requires further investigation. In such cases, the parent will be notified of the extended timeframe.

In some cases, the staff member receiving the complaint may need to consult with colleagues before providing a response. The parent will be informed of the timeframe within which they can expect a further reply. If a more detailed explanation is required, a formal letter or report will be sent, outlining the findings and any actions taken or proposed. Alternatively, the parent may be invited to attend a meeting at the school.

The Principal's Personal Assistant maintains a written record of all significant parental complaints and their outcomes.

A written record will be kept of all complaints made in writing, indicating whether they are resolved following a formal procedure or proceed to a panel hearing. The record will also detail any actions taken by the school as a result of each complaint, regardless of whether it is upheld.

Panel Hearing

If a parent remains dissatisfied after the final written response from the Principal, they may request a panel hearing. The school will convene a panel consisting of at least three individuals who were not directly involved in the matters detailed in the complaint.

- One panel member will be independent of the management and running of the school.
- The parent may attend the hearing and be accompanied by a friend or representative.
- The panel will consider all aspects of the complaint and will make findings and recommendations.
- A copy of the findings and recommendations will be provided to the complainant and, where relevant, to the person complained about.
- A copy will also be made available for inspection on the school premises by the Principal and the proprietor.

If the complainant is still dissatisfied following the panel hearing, they may submit a formal appeal to the CEO of Taaleem.

Confidentiality

All complaints will be treated with the utmost confidentiality and respect. Information will only be shared with the Head of School and those directly involved. It is the school's policy that any concern or complaint raised will not negatively affect the treatment of a child at the school.

There may, however, be rare instances where it becomes necessary to involve relevant third parties, such as in cases of safeguarding or where police involvement is required. In such instances, parents will be informed in advance.

Correspondence, statements and records relating to individual complaints will be kept confidential except where local legal requirements permit access.

Anonymous Complaints

While we are unable to act on anonymous complaints, all concerns raised through the proper channels will be treated with care and confidentiality.

Staff Disciplinary Procedures

Any actions resulting from complaints that fall under staff disciplinary procedures will be handled confidentially within the school. Parents will be informed that appropriate action has been taken, although the details of such action will remain confidential.

Escalation of Complaints

While every effort is made to resolve issues amicably and effectively, should a parent remain dissatisfied with the outcome at any stage, the following steps should be taken:

- If the matter remains unresolved at the Year or Department Leader level, it should be referred to the relevant Head of School.
- If not resolved at the Head of School level, it should be referred to the Principal.
- If the parent continues to be dissatisfied, they may request a panel hearing.
- If dissatisfaction remains following the panel hearing, a formal written complaint may be submitted to the CEO of Taaleem.

Complaints to the CEO of Taaleem

The CEO, or their delegated representative, will request a full report from the Principal along with all relevant documentation. Based on this review, the CEO may request further briefings from individual members of staff.

Upon beginning an investigation, the CEO will write to the parent to acknowledge the complaint, detail the actions being taken, and provide a date by which a full response can be expected. The CEO may also offer a new perspective on the matter in an attempt to reach a satisfactory resolution.

If a meeting is requested, the following individuals may be present:

- The CEO or their representative
- The Principal
- The relevant staff member (if deemed necessary)
- The parent(s)
- An independent individual not involved in the management or daily operation of the school

The CEO will aim to reach a resolution within two weeks of receiving the formal complaint.

Our Philosophy Towards Complaints

Dubai British School Jumeirah Park recognises and respects a parent's right to raise concerns or grievances. We are committed to working collaboratively with parents in the best interests of the pupils in our care. Our school culture is open, and we welcome constructive feedback.

If a parent is unsure whether to raise a concern, we encourage them to reach out to the school, as we are here to support and help. We kindly ask that, whenever possible, the school and parents maintain a united front to prevent children from receiving mixed or potentially confusing messages.

Pupil Complaints, Concerns, and Counselling Procedures

The principles that apply to parental complaints also apply to pupils. However, we understand that a different approach is often necessary. Pupils are encouraged to raise concerns with any trusted member of staff. They may also use the DBSJP email system to communicate concerns confidentially.

As with parental complaints, anonymous pupil complaints will not be pursued.

Pupils may also express general concerns through tutor group discussions or School Council meetings. At the beginning of each academic year, Form Tutors and Class Teachers will explain these procedures in a manner appropriate to the pupils' age and understanding.

We are committed to ensuring all pupils know to whom they can turn for support and how they may make a formal or informal complaint.

Policy Owner: Principal

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Next Review Due: September 2026

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