



## Parental Complaints and Feedback

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Please see [Brighton College Dubai Policies and Guidelines](#)

### 1. Policy Statement

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The policy of the College is to treat all concerns and complaints seriously and confidentially, in accordance with the set College procedures.

### 2. Aims

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Brighton College Dubai takes pride in the quality of the teaching and pastoral care that the school provides to its pupils; however, if parents do have a complaint, they can expect it to be treated by the College in accordance with this procedure. Correspondence, statements and records will be kept confidential.

### 3. Practice and Procedure

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This procedure is based on the model recommended by the Independent Schools Council and meets the requirements of The Education (Independent School Standards) Regulations 2003, the Children Act 1989 and local requirements.

#### 3.1 Stage 1 - Informal Resolution

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- It is hoped that most complaints and concerns will be resolved quickly and informally.
- If parents have a complaint, they should normally contact their son/daughter's class teacher or House Tutor in the first instance. In many cases, the matter will be resolved straightaway by this means to the parents' satisfaction. If the class teacher or House Tutor cannot resolve the matter alone, it may be necessary for him/her to consult the respective Head of School.
- Complaints made directly to the Head of Prep School or Head of Senior School will usually be referred to the relevant Class teacher or House Tutor unless the Head deems it appropriate for him/her to deal with the matter personally.



- The class teacher or House Tutor will make a written record of all concerns and complaints and the date on which they were received. If the complaint is registered by email, the email should be acknowledged within 24 hours to explain that the complaint is being investigated. Should the matter not be resolved within three working days or in the event that the class teacher or House Tutor and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage Two of this procedure.

### 3.2 Stage 2 – Formal Resolution

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- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing using the complaints email address (complaints@brightoncollegedubai.ae). The Head Master will decide the appropriate course of action to take with other members of the leadership team (5.2)
- In most cases, the Head Master will meet or speak to the parents concerned, normally within two working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
- It may be necessary for the Head Master to carry out further investigations.
- The Head Master will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Head Master 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 (normally within five working days of the Head Master receiving the complaint). The Head Master will also give reasons for his decision.

### 3.3 Stage 3 – Official hearing by the Board of Governors

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If the complaint cannot be resolved at the level of the Head Master, the parent has the right to appeal. A panel of up to three Governors may hear an appeal (one panel member is independent of the management and running of the school). The person making the complaint can request to be accompanied to the panel hearing. The panel's decision would be final. The Head Master's PA will provide an email contact for the Chairman of the Board of Governors if this action is necessary.

### 3.4 Complaints about members of the Senior Leadership Team and Head Master

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If a complaint is received about a member of the Senior Leadership Team, it is hoped that the complaint can be resolved informally. If a complainant believes this would not be possible, the complaint should be sent directly to The Head Master.



If a complaint is received about the Head Master, it is hoped that the complaint can be resolved informally. If a complainant believes this would not be possible, the complaint should be sent directly to The Chairman of the Board of Governors via the Clerk ([smoon@bloomeducation.ae](mailto:smoon@bloomeducation.ae)).

If the parent is still not satisfied or has complaints of concerns regarding the governing body, then the parent has the right thereafter to refer the matter to KHDA by contacting the Compliance and Resolution Commission on [CRC@khda.gov.ae](mailto:CRC@khda.gov.ae).

### 3.5 Safeguarding and Child Protection Concerns

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Complaints or concerns about the child protection matters are handled under our Safeguarding and Child Protection Policy (which is available on our website). As the policy states concerns regarding children will be handled by our Designated Safeguarding Leads. Concerns regarding adults working at the school will be referred to the Head Master.

## 4. Assessment and Record Keeping

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### 4.1 Stage 1

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The class teacher or House Tutor will make a written record of all concerns and complaints and the date on which they were received. A copy of this written record will be passed to the relevant Head of School for information and a copy will be stored in the pupil's pastoral file (iSAMS).

### 4.2 Stage 2

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A written record of all formal resolution will be stored in the Head Master's office. The file will usually consist of the following documents:

- A copy of all email correspondence between the parent(s) and the College
- Minutes of all meetings held by the investigating party within the College
- Minutes or notes with regard to all interviews or conversations conducted by the investigating party within the College
- A copy of the final correspondence to parents confirming the outcome of the investigation.



### 4.3 Stage 3

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The Head Master's PA will add a copy of any email correspondence to the relevant complaints file in the event that a parent wishes to appeal the Head Master's decision. The clerk to the governors will be responsible for any further record keeping. A copy of the relevant complaints file will be handed to the clerk immediately.

## 5. Staffing and Resources

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### 5.1 Stage 1

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The class teacher or House Tutor will be responsible for all informal resolutions.

### 5.2 Stage 2

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- Head Master (Chair)
- Heads of School

### 5.3 Stage 3

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- Chair of Governors (Chair) or their nominee
- Up to two further Governors.

## 6. Monitoring and Review

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This policy is to be reviewed and checked annually by the Head Master.

## 7. Approved by

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Head Master on behalf of the College:

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Simon Crane, Head Master



On behalf of the Governors:

  
Mrs Nilay Ozral, Board Member

### Change History Record

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Version No.	Description of Change	Owner	Date of Issue
1.0	Created 14/5/18 in preparation for school opening	Katy Cooke	September 2018
2.0	Reviewed in light of initial experience	Head Master	April 2019
3.0	Annual Update	Head Master	April 2022
4.0	Updated	Head Master	September 2022



## Brighton College Dubai Policies and Guidelines

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### Policy Statement

Brighton College Dubai policies have been developed by the College Leadership Team (CLT) with input and guidance from the Brighton College network, including Brighton College UK.

Policies reflect current best practice.

At the time of writing, policies aligned with the following:

- KHDA Guidance and Guidelines for Private Schools
- MOE United Arab Emirates School Inspection Framework
- DSIB School Inspection Supplement
- The College's Academic Plan written for KHDA approval
- Standards for British Schools Overseas (DfE)
- COBIS Accreditation and Compliance
- Bloom Education and Bloom Holding policies where applicable

Should any regulations change or develop further, the policies will be reviewed to ensure continued alignment.

### Policy Structure

Policies will show the date of writing and reviews on them. Version control will also be in place. Should there be an error or inaccurate fact in any policy, a CLT member should be notified.

### Policy Development

Policies will continue to be developed as strategic priorities are set.