



Parental Complaints and Feedback

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

1. Policy Statement

Brighton College Dubai takes pride in the quality of the teaching and pastoral care that the school provides to its pupils and treating all members of our community fairly at all times. However, there may be occasions where complaints may arise and need to be addressed.

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

Knowledge of the complaint or concern will be limited to the Head Master and those directly involved. If a complaint is made against a member of staff, where deemed appropriate, they will be informed of the complaint and details of the complaint against them, including the name of the complainant. They will be afforded the opportunity to respond prior to further action being taken as part of this procedure.

2. Procedure

2.1 Stage 1 - Informal Resolution

It is hoped that most complaints and concerns will be resolved quickly and informally.

If parents have a concern, they should normally contact their child's class teacher in the Prep School or House Tutor in the Senior School. In many cases, the matter will be resolved promptly by this means. 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 of School deems it appropriate to deal with the matter personally.



The class teacher or House Tutor will make a written record of all complaints and concerns, any responses and the date on which they were received.

We will note the complaint on the date it was received and provide an acknowledgement within two working days. Should the matter not be resolved within three working days or in the event that the class teacher or House Tutor and the parents fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage Two of this procedure.

2.2 Stage 2 – Formal Resolution

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 College Leadership Team.

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. All investigation correspondence, discussions and statements held in relation to the complaint will be considered confidential to the school.

Once the Head Master is satisfied that, as far as is practicable, all the relevant facts have been established, a decision will be made. 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 provide details of any actions taken to investigate the complaint, an explanation of the decision made and the reason(s) for it.

The Head Master will advise the complainant of how to escalate their complaint should they remain dissatisfied with the outcome of Stage 2.

2.3 Stage 3 – Official hearing by the Board of Governors

If the complaint cannot be resolved at the level of the Head Master, the parent has the right to escalate their complaint to the Chairman of the Board of Governors nominee, Craig Lamshed (Governors@brightoncollegedubai.ae).



The parents should write to the Chairperson of the Board of Governors nominee outlining the nature of the complaint and any actions taken to date.

The Clerk to the Board of Governors will record the date the complaint is received and acknowledge receipt in writing within 24 hours of the complaint being received.

The Chairperson of the Board of Governors, nominee will ask to meet with the parents and other persons involved in the matter. However, depending on the nature of the complaint, this may not always be required.

The Head Master will provide all previous recorded correspondence and statements in relation to the complaint.

Once the Chairperson of the Board of Governors nominee is satisfied that, as far as is practicable, all of the relevant facts have been established, a decision will be made. The Board of Governors findings and any recommendations will be sent in writing to the parent and Head Master within ten working days of the decision having been made.

The Governors decision will be regarded as final.

2.4 Complaints about members of the College Leadership Team and Head Master

If a complaint is received about a member of the College 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, who will follow the procedure as outlined in Stage 2.

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 to the Chairperson of the Board of Governors nominee, Craig Lamshed (Governors@brightoncollegedubai.ae). The procedure as outlined in Stage 3.3 will be followed.

The Governor's decision will be regarded as final.



2.5 Stage 4 – KHDA Compliance & Resolution Commission

If the parent is still not satisfied, or has complaints regarding the governing body, the parent has the right thereafter to refer the matter to the KHDA by contacting the Compliance and Resolution Commission on CRC@khda.gov.ae. This is the final stage, and no appeal is possible.

Where the parent refers the complaint to the KHDA, all correspondence and statements relating to the complaint held by the College will be shared with the KHDA upon request.

3.6 Provisions relating to Complaints dealt with using this Procedure

Complaints or concerns about child protection matters are handled under our Safeguarding and Child Protection Policy. 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.

Appeals following suspensions and exclusions are handled under our Positive Behaviour for Learning Policy.

Complaints or concerns cannot be raised in relation to a pupil who has left the school, unless the issue was first raised when the pupil was on the roll of the College.

4. Record Keeping

All correspondence, statements records and notes relating to individual complaints will be kept confidential, except where other legal obligation prevails.

4.1 Stage 1 – Informal Resolution

The class teacher or House Tutor will make a written record of all concerns and complaints and the date on which they were received.

4.2 Stage 2 – Formal Resolution

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 regarding all interviews or conversations conducted by the investigating party within the College; and
- A copy of the final correspondence to parents confirming the outcome of the investigation.
- A record of the time of events (if required)

4.3 Stage 3 – Board of Governors

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 Board of Governors will be responsible for any further record keeping.

A copy of the relevant complaints file will be handed to the Clerk of the Board of Governors immediately.

5. Approved by

Policy to be reviewed and checked annually by the Head Master.
Head Master on behalf of the College:

Simon Crane, Head Master

On behalf of the Governors:

Craig Lamshed, Board Member

Change History Record

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 considering initial experience	Head Master	April 2019

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3.0	Annual Update	Head Master	April 2022
4.0	Updated	Head Master	September 2022
5.0	Contact Details Updated	Head Master	February 2024
6.0	Annual Review	Head Master	September 2024

Brighton College Dubai Policies and Guidelines

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)(August 2023)
- 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 member of the College Leadership Team should be notified.

Policy Development

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