Complaints Policy

2026 - 2027

Whole School

Approved/Reviewed by	
Principal	
Date of review	June 2026
Date of next review	June 2027

Feedback and Complaints Policy

At Safa British School we believe that students and parents are entitled to expect courteous and prompt, careful attention to their needs. The School takes seriously any complaints or concerns involving students or the School. We also welcome suggestions and feedback on how to improve the school. We will give prompt and serious attention to any areas of dissatisfaction. We anticipate that most concerns will be resolved quickly in an informal manner by approaching the appropriate member of staff. If this does not achieve the desired result, we have outlined procedures for dealing with concerns. Through our Complaints Policy we aim to ensure that:

- Parents are informed about how to submit a complaint if they choose to do so.
- Complaints are addressed promptly, courteously, and efficiently.
- Parents understand that all complaints are heard and treated with seriousness.
- Necessary actions are taken when appropriate.

Our Philosophy Towards Complaints

SBS recognises and acknowledges parental entitlement to complain or raise a grievance, and we will endeavour to work with parents/carers in the best interests of the students in our care. The culture of the school promotes openness, and all complaints are received in a positive manner. If a parent is in doubt about whether 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 to avoid any child receiving potentially confusing or conflicting messages.

We aim to bring all concerns about the school to a satisfactory conclusion for all parties involved, to ensure a high-quality support and provision for our students and parents. We are committed to providing the best practice while complying with relevant legislation, to guarantee transparency through open communication with parents and staff alike, and to maintain a good working relationship between everyone involved with the school. We will make every effort to resolve any issues within our setting. This policy may be used by anyone who has a complaint, suggestion, compliment or feedback about any aspect of the school. This is therefore relevant to parents and carers of the students at the school but may include other members of the local community.

Confidentiality

Confidentiality is vital. All conversations and correspondence will be treated in confidence. The content of the communication including any personal information will only be shared between staff on a need-to-know basis. Knowledge of such will be limited to the Principal and/or Head of School and those who may be directly involved. It is the school's policy that complaints made by parents will not have any adverse effect on their children in any way. Due to the potential nature of some complaints or concerns that might be raised it may be necessary to involve a third party, such as government authorities and/or the police, and should this be deemed appropriate, the school will ensure the complainant is also aware of this referral at the time.

Making a Complaint

Stage 1: Informal Discussion

The vast majority of concerns and complaints can be dealt with informally. There are many occasions where concerns can be resolved straight away without the need to submit a formal complaint. Concerns raised at this stage might not be classified as complaints. When a complaint is made directly to the Principal or Head of Secondary/Head of Primary, Stage 1 is not required and the formal procedure begins at Stage 2. Individuals may decide to raise their concerns with a member of the school administrative staff, class teacher, senior teacher, nurse, Principal or Head of Secondary/Head of Primary depending on their level of concern and the types of issues they want to discuss. Depending on the sensitivity and seriousness of a concern or complaint, any individual wanting to raise a concern or complaint may contact the Principal or Head of Secondary/Head of Primary directly. In these cases, it will be at the discretion of the Principal/Head of Secondary/Head of Primary as to whether or not to direct them to a particular staff member first. It is advisable that any parent who has a concern about any aspect related to:

- concerns about a child, class teacher, teaching assistant (if applicable), class, department or the teaching and learning process should first be shared with the child's class teacher;
- concerns about ancillary staff (cleaners, nannies, maintenance staff or security guards) should first be shared with the School Nurse;
- concerns about teaching staff, the School generally, a policy or the Code of Conduct should first be shared with the Head of Secondary or Head of Primary;
- concerns about after-school extracurricular activities (ECAs) should first be shared with the ECA Coordinator;
- the Admissions department, shares their concerns in the first instance with the Head of Admissions.
- concerns about the HR or Accounts Department should first be shared with the relevant Head of Department.

Steps to be followed:

- A parent should request an appointment with the staff in charge of the particular area of their concern. This can be initiated by phone, by email, or in person.
- A suitable time and place will be agreed for both parties.
- A one-to-one session will be held. It is not necessary to record or monitor complaints at this level. The Principal and/or Head of Secondary/Head of Primary do not have to be informed about the concern at this stage if resolved to both parties' satisfaction. There are no specific timescales for dealing with concerns at this stage. However, as at all stages, it is our aim that all concerns should be considered and dealt with as quickly and effectively as possible. Most complaints should be resolved amicably and informally at this stage. If the individual is dissatisfied with the response they have been given and would like to take their complaint further, they will be referred to the school's complaints procedure and advised how to escalate their complaint to the next stage.

Logging of Complaints

All complaints that reach Stage 2 should be logged on CPOMS. The complaints log must be available to the School Executive Board and KHDA inspectors.

Stage 2: Referral to Principal/Head of Secondary/Head of Primary

At this stage, all communications between parties need to be carefully recorded and monitored with the following information:

- the name of the complainant;
- the date and time at which the complaint was made and through which communication channel the complaint was disclosed;
- the details of the complaint;
- the desired outcome of the complainant;
- how the complaint is/will be investigated (including written records of interviews held);
- results and conclusions of investigations;
- any action taken;
- the complainant's response (satisfaction or further pursuit of complaint).

Discussion with the Principal/Head of Secondary/Head of Primary

Before proceeding with a formal investigation, the Principal/Head of Secondary/Head of Primary will meet with the individual and discuss their concerns. It may still be appropriate and satisfactory to reach a resolution at this point. If not, the Principal/Head of Secondary/Head of Primary will proceed in accordance with the complaints policy and will advise the parents accordingly.

Submitting a Formal Complaint

By this stage, it must be clear that the concern is a definite complaint It will be dealt with according to this policy and must be formally submitted in writing to the Principal/Head of Secondary/Head of Primary. All written complaints must be written in English.

Steps to be followed:

- A parent should submit a written complaint to the student's class teacher or form tutor either by email or in person. At this stage, the class teacher/form tutor should notify the Key Stage Leader about the received written complaint. The Key Stage Leader will notify the Principal/Head of Secondary/Head of Primary.
- The Principal/Head of Secondary/Head of Primary should formally acknowledge the complaint within 24 hours of receiving it and begin an investigation.
- The Principal/Head of Secondary/Head of Primary will need to investigate the complaint and review any relevant documentation and information. If necessary, the Principal/Head of Secondary/Head of Primary will interview witnesses and take statements from those involved. If the complaint involves a student, the student will also usually be questioned.

• When the investigation into the complaint is completed, the Principal/Head of Secondary/Head of Primary/School Complaints Committee will meet with the parents to discuss the outcome within 10 working days of the acknowledgement. The opportunity for the Principal/Head of Secondary/Head of Primary/School Complaints Committee to meet and discuss the outcome of the investigations with the complainant should be offered at a mutually convenient time. Minutes of the meeting will be recorded (by a third party) during this session, and an agreed written record of the discussion will be shared afterwards. The minutes will record whether or not the complaint has been upheld, the reasons why, and what action (if any) will be taken. All of the parties present at the meeting should sign the minutes and receive a copy. A copy should also be sent to the School Advisory Board. A record of the written complaint from parents and the summative points from the meeting shall be kept in the following files:

• in the child's personal file if it is related to the child only;

• in the staff's file with the Principal/Head of Secondary/Head of Primary if it is related to the faculty staff;

• in the Central Office or School staff files for all non-academic staff.

• in the school complaints file if it is related to the school in general, records should be retained for a period of two years. Correspondence, statements and records relating to individual complaints are to be kept confidential where local legal requirements permit access.

Stage 3: Referral to the Governing Board

In the event that the complainant remains dissatisfied with the outcome of the school's investigation, the matter may be referred to the School Executive Board for appeal. Contact: Leanne Fridd - execprincipal@safabritishschool.com This appeal is reviewed by or on behalf of the proprietor and consists of at least three people (one panel member must be independent of the management and running of the school) 'who were not directly involved in the matters detailed in the complaint'. The elected members of the panel will request a full report from the Principal/Head of Secondary/Head of Primary along with all relevant documents. On the basis of these, the members of the panel will call for a briefing from individual members of staff. The members of the panel will acknowledge within 24 hours of receipt of the referral that the complaint is being reviewed and the panel will ask the parent if they wish to add further details for consideration. A date will also be given by which the parent may expect a full response. The member of the panel may be able to offer a new approach which may satisfactorily conclude the matter for the parent. The response will be clear and detailed but, if the parent remains dissatisfied, the member of the panel will also offer a meeting. A copy of the panel findings and recommendations will be provided to the complainant and, where relevant, the person complained about; and available for inspection on the school premises by the proprietor and the Principal. If a meeting is requested, attendees will include a member of the School Executive Board,

the Principal/Head of Secondary/Head of Primary and, if appropriate, the relevant member of staff. Parents may be accompanied at a panel hearing if they wish.

Stage 4: Official complaint to KHDA

In the unlikely event that the school is unable to address an individual's concerns to their satisfaction, the individual may wish to approach the regulator, Knowledge and Human Development Authority (KHDA) in Dubai. This option can be pursued even if the child is withdrawn from the School. Parents may approach KHDA directly at any stage of this complaints procedure.

Contact details for the KHDA:

Website: https://www.khda.gov.ae/en/about-us/contact-us; Address: Knowledge and Human Development Authority (KHDA), Block 8, Academic City, P.O. Box 500008, Dubai, UAE; Tel: +971 4 364 0000; Fax: +971 4 364 0001; Email: info@khda.gov.ae; X: https://x.com/KHDA.

Monitoring and Review

Monitoring and review take place on a regular basis in accordance with the School Development Plan. Next Review Date: June 2027. Person Responsible: B Horwell.

This policy should be read in conjunction with the following policies:

- KHDA Parent School Contract.
- Primary Behaviour and Learning Policy.
- Secondary Behaviour Policy.
- Safer Recruitment Policy.
- Anti-Bullying Policy.
- Acceptable Use Policy.
- Admissions Policy.
- Staff Code of Conduct.
- Health and Safety Policy.
- Emergency Response Policy.