



# Complaints Resolution Policy

## A – Teaching & Learning Policies & Procedures

<b>Key author</b>	Headmaster
<b>Audience</b>	Employees; Students; Parents
<b>Approval body</b>	Education Committee / Board of Governors
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<b>Linked policies</b>	Complaint Resolution Policy (Staff)

## **Complaints Resolution Policy**

### Policy Statement

- 1.1 The British School Al Khubairat (BSAK) is committed to providing the best educational experiences possible for students. We are aware however, that occasionally parents may have concerns about an aspect of School life which, if unaddressed, could lead to unnecessary worries and/or affect a child's happiness and educational progress. To avoid such problems, we urge any parent who has a concern to contact the appropriate member of staff as soon as possible.
- 1.2 **Publication**  
This policy is provided to all employees on the BSAK intranet and parents through the parent portal and on the website in the Policy section.
- 1.3 **Policy Aims**  
Through the operation of this policy we aim to:
  - 1.3.1 ensure parents understand how to raise a concern
  - 1.3.2 respond to concerns promptly and in a courteous, confidential and efficient way;
  - 1.3.3 listen to, and take concerns and complaints seriously;
  - 1.3.4 take action as appropriate;
  - 1.3.5 ensure that raising a concern does not lead to undesirable repercussions for the concerned parent's child(ren);
  - 1.3.6 ensure a complaint can be escalated if necessary.
- 1.4 **Responsibility**  
The Board delegates and provides resources to the Headmaster who is responsible for the implementation of this Policy through the associated procedures.