



Complaints Resolution Procedures

A – Teaching & Learning Policies & Procedures

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Complaints Resolution Procedures

1. Assumption
 - 1.1 These procedures are fully compliant with the Complaints Resolution Policy.
 - 1.2 Please note that a spirit of reasonableness and common sense is expected on all sides. Minor issues, within the authority levels of staff-members, are often simply matters where parents and staff have to meet to discuss and resolve a problem.
 - 1.3 Of course, if the issue is more serious, then it can be entirely correct to move through more than one, or indeed all, of the steps described. Please read the rest of the procedures for detailed guidance.
2. Complaints Resolution Procedure
 - 2.1 If a parent has a complaint against the School he or she should contact the relevant member of staff in the first instance (class teacher for subject related matter or form tutor if it is a pastoral issue) to discuss the concern informally.
 - 2.2 If the response is unsatisfactory he or she should refer the matter to the relevant line manager, Head of Department or Head of Year. If unsatisfied with the further response the parent should contact the Assistant Head, Deputy Head or Head of Primary or Secondary School, depending on who line manages the person initially contacted in 2.1. The final point of contact within the School is the Headmaster.
 - 2.3 If the response is unsatisfactory and a parent wishes to make a formal complaint, he or she should do so in writing to the Headmaster, either by letter or email.
 - 2.4 The Headmaster will acknowledge receipt within 3 School days and indicate to parents when they will receive a response. This will be within a reasonable timescale depending on the nature of the complaint.
 - 2.5 On the rare occasion that the response to the formal complaint is unsatisfactory, the parent should contact the Board of Governors in writing. Letters should be addressed to the Clerk to the Board and left at the School's reception, emails should be sent to clerktotheboard@britishschool.sch.ae. Complaints to the Board should not be made through individual governors.

- 2.6 On receipt of the letter/email, the Clerk will:
- (i) confirm with the Headmaster whether the complaint has already been addressed by the School management;
 - (ii) acknowledge receipt of the complaint and confirm that the parent will get a response within 30 School days; and
 - (iii) forward the letter/email to the Chair of the Board.
- 2.7 The Chair will arrange for the complaint to be raised before a group of Board members, drawn from (depending on the nature of the complaint), the Education Committee, the Finance and Resources Committee,, the Board Executive or the full Board of Governors, together with an additional appropriate independent person if deemed appropriate. The parent may be invited to attend, and may be accompanied by an independent person if they wish.
- 2.8 The results and recommendations of the discussion will be recorded by the Clerk. These will be sent to the parent, the Headmaster and the person(s) about whom the complaint was directed.
- 2.9 The Clerk will keep a copy of all documentation relating to the complaint. These files will be confidential but will be available to qualified School inspectors.
- 2.10 The decision of the Board is final.