



DUBAI COLLEGE

A tradition of quality in education

COMPLAINTS POLICY

Introduction

At Dubai College we pride ourselves on our quality of provision and aim to treat all members of our community fairly at all times. Inevitably, however, on occasions complaints may arise and in such a situation the following procedure will be followed.

Stage 1: Informal Resolution

- It is hoped that most complaints and concerns will be resolved quickly and informally by direct contact with the relevant individual.
- If parents wish to take the matter further they should contact in the first instance a relevant senior teacher such as Head of Sixth Form, Head of Middle School or Head of Lower School for pastoral issues or the relevant Head of Group (Head of English, Maths, Science, Creative Arts or Modern Foreign Languages) or Subject Leader with regard to academic matters. The Deputy Head: Pastoral, the Deputy Head: Academic or the Director of Learning and Teaching might be contacted if more relevant. These deputies have specific responsibility for Assessment, Admissions, Curriculum and Options. Complaints of a non-academic or non-pastoral nature should be directed to the Bursar. In most cases we would hope to resolve the matter promptly. Please refer to the COMMUNICATIONS POLICY for details of how to contact staff members.
- We will note the complaint or concern and the date on which it was received. If the matter cannot be resolved within 7 working days parents will be guided to the next stage of the procedure.

Stage 2: Formal Resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster. The Headmaster will consider the matter and decide upon the most appropriate way forward.
- In most cases the Headmaster or one of his Deputy Heads will speak to or meet the parents concerned within 5 working days of receiving the complaint to discuss the matter. The desired outcome of this meeting will be a resolution of the matter.
- The above time scale will depend on the length and depth of any further investigations that the Headmaster or his Deputy Heads have to undertake but the aim will always be for a prompt resolution of the complaint.
- Written records of meetings will be made.

- Once the Headmaster or his Deputy Heads are satisfied that, so far as is practicable, all the relevant facts have been established, he will make a decision and inform the parents accordingly in writing giving reasons for the decision.
- If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3: Panel Hearing

- If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they will be referred to the Clerk to the Board of Governors who is empowered to call hearings of the Complaints Panel. Should the complaint be against the Clerk this role will fall to the Headmaster.
- The matter will then be referred to the Complaints Panel for consideration. The panel will consist of at least two persons representing the Board, but also including an individual who is not directly involved with the daily operation of the school. No member of the panel should have been directly involved in the matters detailed in the complaint or in dealing initially with the complaint. The Clerk to the Board will then acknowledge the complaint and schedule a hearing to take place, which the parents will be invited to attend (with a friend if necessary, but legal representation would not be appropriate), as soon as practicable and normally within 14 days of receiving the complaint.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing.
- If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out. After due consideration of all relevant facts, the Panel will reach a decision, making any findings and recommendations as deemed appropriate, and inform the parents in writing within 7 days of the hearing, giving reasons for its decision. The decision of the Panel will be regarded as final.
- The Panel's findings and any recommendations will also be sent in writing to the Headmaster and, where appropriate, the complainee.
- Parents can rest assured that all concerns and complaints will be treated seriously and confidentially except where other legal obligation prevails.
- In the case of significant complaints made against the Headmaster or Bursar, the procedures outlined in Stage 3 above will be followed.

Policy Details	
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Responsible SLT	Headmaster