



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 or delegate 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 or delegate 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 Complaints Committee

If the complainant is not satisfied with the outcome of the investigation by the Head Master, they may request a hearing before a panel known as a Complaints Committee.

The Complaints Committee will comprise of at least 3 persons:

- A member of the Board of Governors;



- Another member of the Board of Governors or a member of the College's teaching staff;
- and an independent individual who is not directly involved with the daily operation of the school.

The members of the Complaints Committee will have no connection with the pupil or the family concerned and will not have been directly involved in the matters detailed in the complaint. The Head Master will share the process of escalating the complaint at this time.

The complainant must write to the Clerk to the Complaints Committee outlining the nature of the complaint, any actions/meetings taken to date, all communication including relevant times and dates. This should then be emailed to Governors@brightoncollegedubai.ae within five working days of receipt of the decision at Stage 2 above.

The Clerk will record the date the complaint is received and acknowledge receipt of the Stage 3 complaint in writing, either by letter or email within two working days. Requests received outside of this timeframe will only be considered in exceptional circumstances.

The Clerk will schedule a hearing to take place as soon as practicable and normally within ten working days of receiving the Stage 3 complaint. The Clerk will write to the complainant to inform them of the date of the hearing. If the complainant rejects the offer of three proposed dates, without good reason, the Clerk will decide when to hold the hearing. It will then proceed in the complainant's absence on the basis of written submission from both parties.

If the complainant attends the hearing, they may bring someone along to provide support. This may be a relative or friend. Legal representation is not permitted. Recordings of hearings are not permitted.

If the Complaints Committee deems it necessary, it may require that further particulars of the complaint or any related matter be supplied five days in advance of the hearing.

If possible, the Complaints Committee will resolve the parents' complaint immediately without need for further investigation.

Where further investigation is required, the Complaints Committee will decide how it should be carried out. After consideration of all relevant facts, the Complaints Committee will reach a decision regarding any findings and recommendations.



The complainant will be informed in writing within five working days of the hearing, giving reasons for the Committee's decision. The decision of the Complaints Committee will be regarded as final.

The Complaints Committee's findings and any recommendations will be sent in writing to the Head Master and the complainant.

All correspondence, statements and records of the complaint, investigation and findings will be kept confidential, except in cases where information is requested by legal/local authorities.

If the complainant is not happy with the outcome from the Complaints Committee, they may approach the KHDA's – Compliance and Resolution Commission. Further information is detailed in Section 2.5 of this policy.

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.



2.6 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.

3. Persistent and Inappropriate Complaints

Most complaints raised will be valid, and therefore the College will treat them seriously. However, a complaint may become unreasonable if the complainant:

- Has made the same complaint before, and it has already been resolved by following the College's complaints procedure
- Makes a complaint that is obsessive, persistent, harassing, prolific, defamatory or repetitive
- Insists on pursuing a complaint that is unfounded, or out of scope of the complaint's policy, beyond all reason
- Pursues a valid complaint, but in an unreasonable manner e.g. refuses to articulate the complaint, refuses to cooperate with the College's complaints policy, or insists that the complaint is dealt with in ways that are incompatible with the approved policy and the timeframes it sets out
- Makes a complaint designed to cause disruption, annoyance or excessive demands on school time
- Seeks unrealistic outcomes, or a solution that lacks any serious purpose or value

The College will take every reasonable step to address the complainant's concerns and give them a clear statement of our position and their options. We will maintain our role as an objective arbiter throughout the process, including when we meet with individuals. We will follow our complaints procedure as detailed in this policy document.



If the complainant continues to contact the College in a disruptive way, we may:

- Give the complainant a single point of contact via an email address
- Limit the number of times the complainant can make contact, such as a fixed number per term
- Put any other strategy in place as necessary

We may stop responding to the complainant when all of these factors are met:

- We believe we have taken all reasonable steps to help address their concerns
- We have provided a clear statement of our position and their options
- The complainant contacts us repeatedly, and we believe their intention is to cause disruption or inconvenience

Where we stop responding, we will inform the complainant that we intend to do so. We will also explain that we will still consider any new complaints they make.

In response to any serious incident of aggression or violence, we will immediately inform the Police and communicate our actions in writing. This will include refusing an individual entry into 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;



- A copy of the final correspondence to parents confirming the outcome of the investigation; and
- A record of the time of events (if required)

4.3 Stage 3 – Complaints Committee

The Clerk to the Complaints Committee will add a copy of any correspondence to the relevant complaints file in the event that the complainant wishes to appeal the Complaints Committee decision.

The Clerk will be responsible for any further record keeping.

4.4 Stage 4 – KHDA Compliance & Resolution Commission

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.

The KHDA will retain records relating to the final decision by the Compliance and Resolution Commission.

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
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
7.0	Bi-Annual Review	Head Master	March 2025

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

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Verify that this is the correct version before use



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.