



**DUBAI
BRITISH
SCHOOL**
JUMEIRAH PARK

Complaints Procedure for Parents

This procedure is reviewed annually to ensure compliance with current regulations

	Date	Name(s):
Created:		Principal
Last reviewed:	September 2024	
To be reviewed:	September 2025	

At Dubai British School Jumeirah Park (DBSJP), we value open communication, partnership with parents, and a continuous pursuit of excellence. We view concerns and complaints as opportunities to listen, reflect, and further enhance the outstanding education and care we provide to every child.

We are committed to ensuring that any concern or complaint is handled sensitively, promptly, and professionally, and that our responses reflect the highest standards of service and respect.

Our Commitment

At DBSJP, we pledge to:

- Respond to concerns with empathy, transparency, and efficiency.
- Set clear timeframes for each stage of the process.
- Provide opportunities for early informal resolution.
- Offer a formal procedure if informal solutions are unsatisfactory.
- Ensure access to an impartial panel review if required.
- Maintain full confidentiality at every stage.
- Keep accurate and detailed records to drive continuous improvement.

Stage 1: Early Resolution — Informal Stage

Timeline: Immediate to within 5 working days

We encourage parents to raise any concerns as soon as possible with their child's Class Teacher or Form Tutor via:

- Email
- Telephone
- Letter
- Face-to-face meeting

In many cases, concerns can be addressed swiftly and informally. If further support is needed, the matter may be referred to the Key Stage Leader or Head of School.

We aim to acknowledge all informal concerns within 2 working days and resolve them within 5 working days wherever possible.

Stage 2: Formal Complaint in Writing

Timeline: Acknowledgment within 2 working days; Full response within 10 working days

If a parent feels their concern has not been resolved satisfactorily at the informal stage, they may submit a formal written complaint addressed to the Head of School.

Upon receipt:

- We will acknowledge the complaint within 2 working days.
- A thorough and fair investigation will take place.
- A formal written response will be provided within 10 working days.
- If more time is needed due to the complexity of the issue, the parent will be informed of the revised timeline.

Stage 3: Independent Panel Hearing

Timeline: Hearing scheduled within 15 working days of request

If dissatisfaction persists after the formal response, the parent may request a panel hearing.

Panel Composition:

- A minimum of three members not directly involved in the complaint.
- At least one panel member will be independent of the management and running of the school.

Parents have the right:

- To attend the panel hearing.
- To be accompanied by a friend, relative, or representative.

Panel Responsibilities:

- Impartially review the complaint and all related documentation.
- Make findings and recommendations based on the evidence.

Following the panel:

- A detailed written outcome, including any recommendations, will be shared with the complainant and (if relevant) the person complained about.
- A copy will be available for inspection by the Proprietor and the Principal.

We aim to conclude the panel hearing process and issue a final response within 15 working days of the panel request.

Record Keeping and Confidentiality

- A central record will be maintained of all formal complaints, noting:
 - Whether resolved at the formal stage or proceeded to a panel hearing.
 - The actions taken by the school in response (regardless of whether the complaint was upheld).
- Records of complaints and related correspondence will be kept confidential, except where disclosure is required by law or regulatory authority.
- We are committed to ensuring that no child or parent will suffer adverse consequences as a result of raising a complaint.

Escalation Beyond the School: Taaleem CEO

If, after the panel process, a parent remains dissatisfied, they may escalate the complaint to the CEO of Taaleem.

Upon receipt:

- The CEO (or delegate) will review all records, request further information as needed, and issue a written response within 15 working days.
- A final meeting may be offered to conclude the matter if appropriate.

Our Philosophy: A Partnership of Trust

At Dubai British School Jumeirah Park, we regard every complaint as an opportunity to strengthen our partnership with parents, refine our practices, and reinforce our culture of continuous improvement. We encourage parents to raise concerns early, knowing that they will be treated with respect, empathy, and professionalism. Working together, we will ensure that every pupil receives the exceptional education and care they deserve.

Pupil Complaints and Concerns

We equally value the voice of our pupils. Students are encouraged to:

- Speak confidentially to any trusted staff member.
- Use the DBSJP confidential email system to raise concerns.
- Raise issues through tutor group meetings or the School Council.

As with parental complaints:

- Anonymous pupil complaints will not be pursued.
- All concerns will be handled respectfully and promptly.

Procedures are explained at the start of each academic year to ensure pupils know exactly how to seek help.