



**KINGS'
EDUCATION**

The Best By Every Child

COMPLAINTS POLICY

2025-26



1. Purpose and Principles

Kings' Education is committed to maintaining strong, professional relationships with parents/carers, students, and the wider school community. Concerns are best addressed early, openly, and informally wherever possible.

This policy outlines a clear, fair, and consistent process for raising and resolving concerns and complaints. It ensures that:

- all concerns are listened to respectfully and taken seriously;
- complaints are handled promptly within published timelines;
- the process is accessible, transparent, and non-adversarial;
- decisions are evidence-based and proportionate;
- confidentiality is upheld;
- all parties have the opportunity to be heard;
- processes reflect both local regulatory expectations (KHDA) and international best practice (UK).

A “complaint” is defined as an expression of dissatisfaction about an action, decision, service, or staff member that has not been successfully resolved through informal dialogue.

2. Scope

This policy applies to complaints raised by:

- parents/carers of currently enrolled students;
- students where age-appropriate;
- other stakeholders where relevant to school operations.

It does not cover matters dealt with through other statutory or regulatory procedures (e.g., safeguarding, admissions, exclusions, HR grievances, whistleblowing). In such cases, the complainant will be directed to the appropriate policy.

3. Guiding Expectations

- **Early resolution:** issues should be raised as soon as possible and ideally within 20 school days of the event.
- **Professional conduct:** all communication must remain respectful; abusive, aggressive, or unreasonable conduct will not be tolerated.
- **Evidence-based decisions:** leaders will collect relevant information before reaching conclusions.

- **Right to representation:** at the formal panel hearing stage, parents may be accompanied for support.
- **Accessibility:** reasonable adjustments will be made for any parent/carer requiring support to engage in the process.

4. Stages of the Complaints Process

Kings' Education encourages resolution at the earliest appropriate stage. Most concerns are resolved quickly through informal discussions with staff.

Stage 1 – Informal Resolution with Staff Member

A parent/carer raises their concern with the relevant member of staff, usually the Class Teacher (Primary) or Tutor (Secondary).

The concern may be raised in person, by telephone, or via email.

If the concern cannot be resolved immediately:

- The staff member will acknowledge within 24 hours.
- They will either address the concern directly or pass it to the appropriate senior staff member, informing the parent of next steps.

If unresolved, the concern progresses to Stage 2.

Stage 2 – Informal Resolution with Assistant Headteacher / Leadership Team

The parent/carer or staff member may refer the matter to the relevant Assistant Headteacher or Leadership Team member.

- Receipt will be acknowledged within 24 hours.
- A meeting will be arranged within 5 working days (earlier if urgent).
- The senior leader will investigate, meet with the parent/carer, and agree next steps.
- The outcome will be recorded (parent meeting log/CPOMS) and may also be confirmed by email to parents.

If unresolved within 5 working days, the concern progresses to Stage 3.

Stage 3 – Informal Resolution with Deputy Headteacher / Headteacher / Principal

The parent/carer or senior leader may refer the matter to the Deputy Headteacher, Headteacher, or Principal.

- Receipt will be acknowledged within 24 hours.
- Relevant information will be reviewed and a meeting arranged within 5 working days (earlier if urgent).
- Outcomes will be recorded (parent meeting log/CPOMS) and may also be shared via email.

If the matter remains unresolved, it may proceed to the Formal Stage.

5. Formal Stage

Stage 4 – Formal Written Complaint to the Director of Education (DoE)

A formal complaint must be submitted in writing (letter or email) to the Director of Education.

- The DoE will investigate and issue a written response within 5 school days.
- If the complainant remains dissatisfied, they may request a panel hearing.

Stage 5 – Complaints Panel Hearing (Governor Panel)

A panel of at least three Governors will hear the complaint.

Requirements:

- At least one panel member must be independent of the management and running of the school.
- None of the panel members will have had prior involvement in the matter.

Timeline:

- A hearing will be arranged within 10 school days of the parent requesting a panel.

Conduct:

- Parents may be accompanied by one supportive person (not acting as an advocate).
- All parties will have the opportunity to present information.
- The panel will review all evidence, make findings, and issue written recommendations.

Outcome:

The written panel decision will be shared with the complainant and relevant staff within 10 working days.

The panel's decision is final.

6. Complaints About Senior Leaders

- Complaints specifically about the Headteacher/Principal should be addressed directly to the Director of Education.
- Complaints about the Director of Education should be addressed to the Chair of Governors.

7. Record-Keeping and Monitoring

The school will maintain:

- written records of all complaints;
- notes on whether they were resolved at informal stages or proceeded to panel;
- summaries of actions taken and decisions reached.

Records will be:

- stored securely and confidentially;
- reviewed termly by the Governing Body to identify themes, trends, or areas for improvement.

8. Confidentiality and Data Protection

All information relating to a complaint will be kept confidential except where disclosure is required by law, KHDA, or safeguarding obligations.

Records will be handled in accordance with:

- UAE data protection requirements;
- Kings' Education privacy standards.

9. Persistent, Serial, or Unreasonable Complaints

In line with UK best practice, the school may implement measures if a complaint becomes excessive, repetitive, or unreasonable. Examples include:

- continual raising of the same issue with no new information;
- unacceptable behaviour (e.g., aggression, intimidation, abusive language);
- excessive contact that disrupts school operations;
- refusal to engage constructively with the process.

Possible actions:

- restricting the method or frequency of communication;
- requiring one designated point of contact;
- declining to consider further correspondence on the matter.

Such measures will be used only after careful consideration and will be proportionate and documented.

10. Timeframes and School Holidays

Where timelines reference "working days," these refer to school term-time working days.

Complaints raised outside term time will be acknowledged promptly, with full

investigation and meetings scheduled for the earliest feasible date once school resumes.

11. Contact Information

Director of Education: director@kings-edu.com

Chair of Governors (via PA to DoE): kevinstedman@kingsdubai.com

PA Contacts for Submitting Complaints Forms:

- Kings' School Dubai – ksd-patoleadership@kingsdubai.com
- Kings' School Al Barsha – patoprincipal@kingsalbarsha.com
- Kings' School Nad Al Sheba – patoprincipal@kingsnas.com

12. Complaints Form (Template)

Your Name:

Child's Name:

Relationship to Child:

Address:

Mobile Number:

Details of Complaint:

(Please provide as much detail as possible, including dates, people involved, and impact.)

Steps Already Taken to Resolve the Matter:

(Who was spoken to? What was the response?)

What Outcome Would You Consider Fair and Appropriate?

Supporting Documents Attached:

(List if applicable.)

Signature:

Date:

