



1. Policy Statement

Policy date: October 2026 | Version: 10.0

The policy of the College is to treat all concerns and complaints seriously and confidentially, in accordance with the set College procedures.

2. Aims

Brighton College Abu Dhabi takes pride in the quality of the teaching and pastoral care that the school provides to its pupils. However, if parents do have a complaint, they can expect it to be treated by the College in accordance with this Procedure. Correspondence, statements and records will be kept confidential. This written policy is published on the College website and is also available to parents on request from the College.

3. Practice and Procedure

This procedure is based on the model recommended by the Independent Schools Council and meets the requirements of the Education (Independent School Standards) Regulations 2014, KCSIE 2026 and local requirements. Throughout this document, “working day” means a day in term time. Inevitably, timescales may be different in the unlikely event of a complaint being lodged during school holidays; in such circumstances, the College will liaise with the complainant and confirm the revised timescale.

4. Complaints about members of the Senior Leadership Team and Head Master

If a complaint is received about a member of the Senior 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.

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 directly to The Chairman of the Board of Governors via the Clerk.



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Informal Resolution – Stage 1

- It is hoped that most concerns will be resolved quickly and informally and preferably in person.
- If parents have a concern, they should normally contact their son/daughter's class teacher or House tutor or House Master/House Mistress (HMM). In many cases, the matter will be resolved at this stage to the parents' satisfaction. If the Class teacher, House tutor or HMM cannot resolve the matter, it may be necessary for him/her to consult the Deputy Head Pastoral (DHP) or Deputy Head Academic (DHA), or another member of the Senior Leadership Team, depending on the nature of the concern. The Class Teacher, House tutor or HMM will make a written record of all concerns and the date on which they were received. If the concern is registered by email, the email should be acknowledged within 24 hours, in term time, to explain that the concern is being investigated. Should the matter not be resolved within 3 working days or in the event that the Class Teacher, House tutor or HMM and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their concern in accordance with stage 2 of this Procedure. There may be times when circumstances dictate that these timescales are extended, and the College will liaise with the parent in that situation.

Informal Resolution – Stage 2

- Concerns beyond Stage 1 should be made directly to the Head of School (Pre-Prep, Prep or Senior). These will be acknowledged within 24 hours, in term time, to explain that the concern is being investigated with the aim of arriving at a satisfactory outcome within 3 working days. Should the matter not be resolved within 3 working days or in the event that the Head of School and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their concern in accordance with stage 3 of this Procedure. There may be times when circumstances dictate that these timescales are extended, and the College will liaise with the parent in that situation.

Formal Resolution – Stage 3

- If the complaint cannot be resolved on an informal basis (Stage 1 and Stage 2), then the parents should put their complaint in writing to the Head Master. The Head Master will investigate the complaint, determine the appropriate course of action and make the Stage 3 decision. Where the complaint concerns the Head Master, these responsibilities will be undertaken by the Chairman of the Board of Governors, or a person appointed by the Chairman.
- In most cases, the Head Master will meet or speak to the parents concerned, normally within 2 working days, in term time, of receiving the complaint to discuss the matter. If possible, a resolution



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will be reached at this stage

- It may be necessary for the Head Master to carry out further investigations.
- Once the Head Master is satisfied that, so far as is practicable, all the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. (Normally within 5 working days of the Head Master receiving the complaint). The Head Master will also give reasons for his decision.

Formal Resolution – Panel Hearing – Stage 4

- If the complaint cannot be resolved at Stage 3, the parent has the right to request a Stage 4 panel hearing. The Chairman of the Governors, acting on behalf of the proprietor, will appoint the panel and designate its chair. The panel will aim to hear the complaint within 7 working days of the request being received.
- The panel will consist of three people who have not been directly involved in the matters detailed within the complaint. The panel will include at least one Governor and at least one person who is independent of the management and running of the College.
- The Head Master's PA will provide the complainant with the contact details for the designated Governor or Clerk to the Board of Governors where a Stage 4 panel hearing is requested.
- Parents may attend the panel hearing and may be accompanied by a person of their choice, should they wish.
- The panel will make findings and recommendations and will issue them in writing within 5 working days of the panel hearing. A copy of the findings and recommendations will be provided to the complainant and, where relevant, to the person complained about. Copies will also be provided to the proprietor and the Head Master and will remain available for inspection on the College premises by the proprietor and the Head Master.
- The findings of the panel shall be made known to the Department of Education and Knowledge (ADEK) directly if the parent has already made ADEK aware of the complaint; if not, the matter will be included in the College's annual summary of complaints provided to ADEK.
- At all stages of the complaints procedure, all information will be kept confidential to the parties concerned and will not be discussed beyond those people immediately concerned, except where access or disclosure is required or permitted by local legal requirements.

5. Assessment and Record Keeping

5.1

The class teacher or House Tutor will make a written record of all concerns and complaints and the date on which they were received. A copy of this written record will be passed to the relevant Head of School for information and a copy will be stored in the pupil's pastoral file (iSAMS or CPOMS for safeguarding concerns).



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5.2

All formal complaints and their resolutions are recorded electronically and kept centrally by the Head Master, who reviews these with Heads of School. The record of each formal complaint will state whether the complaint was concluded at Stage 3 or proceeded to a Stage 4 panel hearing, the outcome, and any action taken by the College as a result of the complaint, regardless of whether or not the complaint was upheld.

Records of Informal complaints and resolutions are also held by the Heads of School and will usually consist of the following:

- Email correspondence between the parent(s) and the College
- Minutes of meetings held by the investigating party within the College
- A copy of the final correspondence to parents confirming the outcome of the investigation.

5.3

The Head Master's PA will add all relevant correspondence and records to the central complaints file where a parent requests a Stage 4 panel hearing. The Clerk to the Governors will be responsible for the records of the panel hearing, including the panel's written findings and recommendations, and will ensure that these remain available for inspection on the College premises by the proprietor and the Head Master.

6. Staffing and Resources

6.1 Stage 1

The Class Teacher, Tutor or HMM will be responsible for all informal resolutions.

6.2 Stage 2

The Head of School will be responsible for all informal resolutions.

6.3 Stage 3

At Stage 3, the Head Master is responsible for the investigation and decision. Where the complaint concerns the Head Master, the Chairman of the Board of Governors or a person appointed by the Chairman is responsible.

6.4 Stage 4

The Chairman of the Board of Governors, acting on behalf of the proprietor, appoints the Stage 4 panel and designates its chair. The Clerk to the Governors is responsible for the administration and records of the panel hearing.



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7. Associated documents

The following documents/policies could be referred to in consultation with this document:

- ADEK Organising regulations 2013, Article 26, School complaints committee
- ADEK Policies and procedures manual, Policy 21, School complaints committee.

8. Monitoring and Review

This policy is reviewed annually by the Head Master.

Head Master on behalf of the College:

On behalf of the Governors:

Change History Record

Version No.	Description of Change	Owner	Date of Issue
1.0	Created 2011 in preparation for school opening	Head Master	September 2011
2.0	Reviewed	Head Mistress	October 2021
3.0	Update – referral to governors' aspect has been altered	Head Mistress	June 2022
4.0	Updated	Head Mistress	September 2022
5.0	Reviewed and updates	Head Master	September 2023
6.0	Format Aligned	Vice Principal	October 2023
7.0	Addition of an informal resolution	Vice Principal	December 2023
8.0	Addition of Formal Resolution Panel	Head Master	March 2024
9.0	Change of Signature	Vice-Principal	October 2025
10.0	Panel appointment and accompaniment, findings deadline and circulation.	Head Master	October 2026



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Brighton College Abu Dhabi Policies and Guidelines

Policy Statement

Brighton College Abu Dhabi 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:

- ADEK Guidance and Guidelines for Private Schools
- MOE United Arab Emirates School Inspection Framework
- DSIB School Inspection Supplement
- The College's Development Plan written for ADEK approval
- Standards for British Schools Overseas (DfE)
- COBIS Accreditation and Compliance
- Bloom Education and Bloom Holding policies where applicable.

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 CLT member should be notified.

Policy Development

Policies will continue to be developed as strategic priorities are set.