



1. Policy Statement

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.

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 2003, the Children Act 1989, KCSIE 2023 and local requirements. Working day, throughout the document refer to day, in term time. Inevitably, time scales will be different in the unlikely event of a complaint being lodged during school holidays.

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 (clamshed@bloomeducation.ae).



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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), 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.
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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.

Formal Resolution – Complaints Committee – 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 decide the appropriate course of action to take.
- 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 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.



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Formal Resolution – Official hearing by the Board of Governors – Stage 4

- If the complaint cannot be resolved at the level of the Head Master, the parent has the right to appeal to a designated school governor who will aim to hear an appeal within 7 working days of the appeal being requested
- The panel will consist of 3 people who are not directly involved in matters detailed within the complaint. The panel will usually be made up of 2 Governors and 1 individual who is independent of school management and running of the school.
- The Head Master's PA will provide an email contact to the complainant for a designated member of the Board of Governors if this action is necessary
- Parents may attend the appeal to the designated governor accompanied by a witness, should they wish
- The decision and recommendations of the panel will be final, and shall be made known to the complainant, the Head Master, and the member of staff concerned. A written record of the initiation of the complaint, the response, and the final decision relating to it will be kept on file by the College Governors and the Head Master, ensuring that all 3 stages have been fully recorded
- The findings of the panel shall be made known to the Department of Education and Knowledge (ADEK) directly if the parent has made ADEK aware of their complaint already; if not, the matter will go to ADEK as part of their annual request for a summary of complaints against schools
- At all stages of the complaints procedure, it is vital that all information should be kept confidential to the parties concerned, and that the matter not be discussed beyond the people immediately concerned.

4. Assessment and Record Keeping

4.1

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).

4.2

All formal and informal resolutions are electronically and centrally kept by the Head Master who reviews these with Heads of School.

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.



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4.3

The Head Master's PA will add a copy of any email correspondence to the relevant complaints file in the event that a parent wishes to appeal the Head Master's decision. The clerk to the governors will be responsible for any further record keeping. A copy of the relevant complaints file will be handed to the clerk immediately.

5. Staffing and Resources

5.1 Stage 1

The class teacher, tutor or House Tutor will be responsible for all informal resolutions.

5.2 Stage 2

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

5.3 Stage 3

The College complaints committee consisting of the following:

- Head Master
- Head of School
- Deputy Head Pastoral

5.4 Stage 4

Designated Governor (The Head Master's PA can provide contact details for a designated Governor for a stage 3 complaint.)

6. Associated documents

The attached form should be made available to parents as part of this policy if they choose to use it.

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



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7. Monitoring and Review

This policy is reviewed annually by the Head Master.

Scott Carnochan

Craig Lamshed
On behalf of the Chair of 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



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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

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:



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- 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.