

Complaints Policy

Policy	Complaints Policy
Date Created:	August 2025
Date of Review:	August 2027
Person Responsible:	Principal Senior PRE

1. Policy Statement

Noya British School is committed to maintaining open, transparent and constructive relationships with parents, carers, students, staff and the wider community.

The school welcomes feedback and recognises that complaints provide valuable opportunities for improvement. All complaints will be handled fairly, objectively, promptly and in accordance with this policy.

Noya British School believes that all complaints should be seen as important and we endeavour to resolve problems quickly and efficiently and in line with ADEK policy guidelines.

Guiding Principles

The guiding principles behind the School's Complaints Procedure are:

- All communications are dealt with promptly, efficiently, objectively and professionally.
- We aim to respond to specific issues in an informal manner and resolve them quickly, sensitively and to the satisfaction of the person concerned.
- Communications can be received in person, by telephone, by e-mail or by ePraise.
- Below are some guidelines showing how the issue can be referred.
- Contact will be made with individuals within 24 hours.

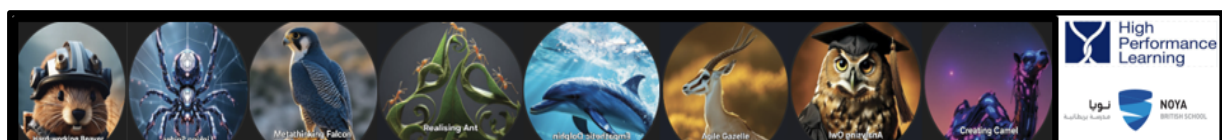
This policy ensures that:

- Complaints are resolved at the earliest appropriate stage
- Procedures are transparent and accessible
- Processes are impartial and consistent
- Records are maintained appropriately
- Complainants are treated with respect and dignity

This policy complies with the requirements of:

- British Schools Overseas (BSO) Standards
- ADEK Regulations
- Data Protection and Safeguarding Requirements

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What is a complaint?

The expression of dissatisfaction can be about a variety of different possibilities. Taking informal concerns seriously at the earliest stage will reduce the numbers that develop into formal complaints.

In most cases concerns or issues raised can be resolved through discussion and good communication. Inevitably, there may be outcomes that parents are not happy with and under such circumstances a formal procedure needs to be followed to ensure all involved are treated fairly and that the situation may be resolved.

2. Scope of the Policy

This policy applies to complaints made by:

- Parents and carers
- Students
- Members of the public
- External stakeholders

It covers concerns relating to:

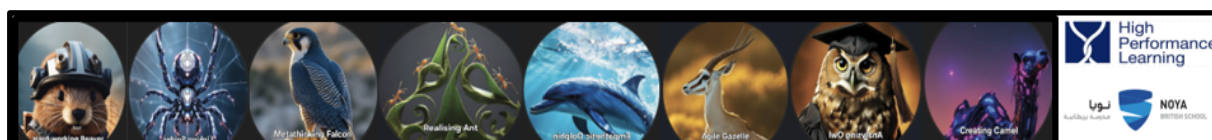
- Teaching and learning
- Pastoral care and safeguarding
- Behaviour management
- Communication
- School procedures
- Facilities and operations

This policy does not apply to:

- Staff grievances (covered under HR procedures)
- Child protection disclosures (managed under Safeguarding Policy)
- Admissions or exclusions (covered under statutory guidance)



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3. Definitions

3.1 Concern

An expression of dissatisfaction raised informally and capable of immediate resolution.

3.2 Complaint

A formal expression of dissatisfaction submitted in writing once informal resolution has been unsuccessful.

3.3 Complainant

The individual raising the concern or complaint.

4. Guiding Principles

The school's complaints process is based on the following principles:

- Accessibility
- Fairness
- Transparency
- Impartiality
- Confidentiality
- Timeliness
- Accountability

All complaints will be:

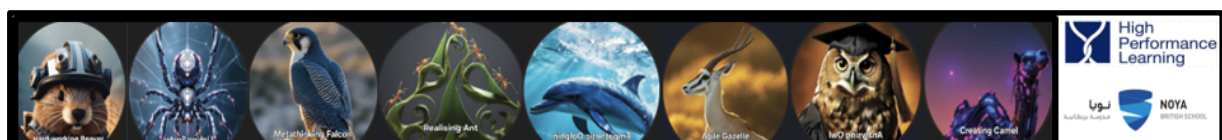
- Acknowledged promptly
- Investigated objectively
- Resolved proportionately
- Documented accurately

5. Confidentiality

All complaints will be handled with sensitivity and discretion.

Information will only be shared with individuals directly involved in investigating or resolving the complaint.

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Records will be stored securely in accordance with data protection legislation.

All parties are expected to respect the confidentiality of the process. Breaches may result in disciplinary action.

6. Communication Standards

- All communications will be acknowledged within **24 hours** (working days)
- Full responses will be issued within published timescales
- Delays will be communicated in writing
- Correspondence will be professional and respectful

7. Recording and Monitoring

The school maintains a **Central Complaints Register and Action Log** containing:

- Date received
- Complainant details
- Nature of complaint
- Stage reached
- Actions taken
- Outcomes
- Timescales
- Review dates



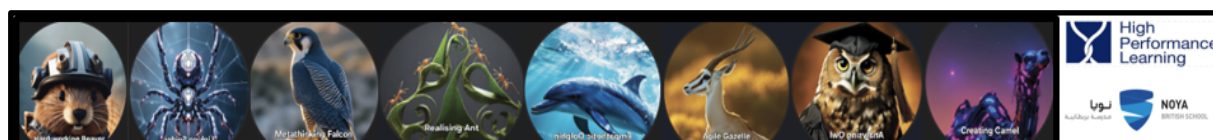
All formal documentation, meeting minutes, investigation notes and outcomes are retained for a minimum of **three years**.

Records are available for inspection by BSO, ADEK and authorised regulators.

8. Overview of Complaints Stages

Stage	Level	Nature	Timescale
1	Class Teacher	Informal	24 hrs acknowledgment
2	Year Leader	Informal	24 hrs acknowledgment
3	Assistant Principal	Formal	2 days
4	Head of Primary/Secondary	Appeal	2 days
5	Principal	Appeal	2 days
6	Independent Panel	Hearing	5 days
7	CEO	Final Appeal	5 days

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Queries/Complaints Procedure

1. **Contact Class Teacher** - the class teacher can often resolve any parental issues or concerns.
2. **Contact Year Leader** – the Year leader may be able to solve the concern or issue.
3. **Contact Assistant Principal** – If the concern has not been addressed to a parent's satisfaction, the issue can be referred to the Assistant Principal.
4. **Contact Head of Primary or Head of Secondary** – The Assistant Principal will refer to the Head of Primary or Head of Secondary who is often able to address serious issues within their school.
5. **Contact Principal** - If unresolved at this point, the Head of Primary or Head of Secondary will refer to the Executive Principal.
6. **Contact Director of Education** - If the procedure has been followed and the Executive Principal involved, the Director of Education will see parents and liaise with the school to address the complaint. The Director will make a final judgement after investigation.
7. **Contact CEO (for appeals at Director Level)** - In some circumstances and if Parents remain unhappy with the Director's decision, the final appeal may be heard by the CEO.
8. Should anyone experience any problems with this procedure, they should contact our **Parents Relation Executive (PRE)** PRE@Noya.sch.ae

9. Complaints Procedure

Stage 1 – Informal: Class Teacher

Parents should first raise concerns with the class teacher.

The teacher will:

- Listen to concerns
- Clarify issues
- Seek early resolution

Response within 24 hours.

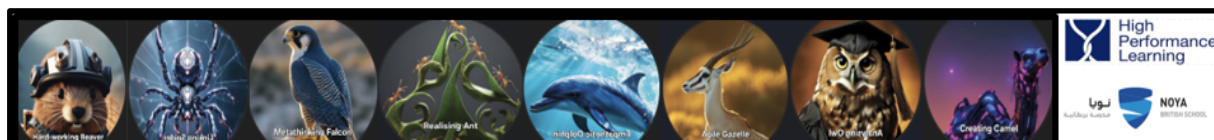
Stage 2 – Informal: Year Leader

If unresolved, concerns may be referred to the Year Leader.

The Year Leader will:

- Review the matter
- Consult relevant staff

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- Provide a written response

Response within 24 hours.

Stage 3 – Formal: Assistant Principal

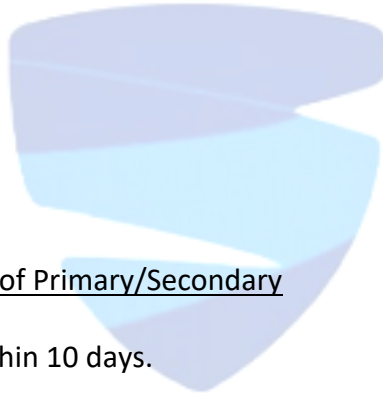
Once submitted in writing, the concern becomes a formal complaint.

Procedure

- Acknowledgement within 24 hours
- Investigation initiated
- Evidence gathered
- Interviews conducted
- Written response within 2 school days

The outcome letter will explain:

- Findings
- Actions taken
- Right to appeal



Stage 4 – Formal Appeal: Head of Primary/Secondary

Appeals must be submitted within 10 days.

Procedure

- Acknowledgement within 1 day
- Further evidence invited
- Investigation reviewed
- Response within 2 days

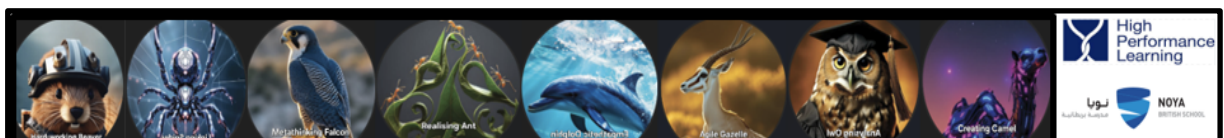
Stage 5 – Formal Appeal: Principal

If dissatisfied, the complainant may appeal to the Principal.

Procedure

- Acknowledgement within 1 days
- Full case review

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- Procedural compliance check
- Written response within 2 days

Stage 6 – Independent Complaints Panel

If unresolved, the complainant may request a panel hearing.

Parents and complainants are entitled to attend the Independent Complaints Panel hearing in person or, where appropriate, remotely.

They have the right to be accompanied by a friend, family member, or professional representative for support and guidance throughout the hearing process.

The accompanying person may advise and support the complainant but may not answer questions on their behalf unless invited to do so by the Chair of the Panel.

This right to attendance and accompaniment will be clearly stated in all correspondence inviting parents to a panel hearing and will be explained in advance of the meeting to ensure transparency and fairness.

The school will take reasonable steps to accommodate individual circumstances and ensure that panel hearings are conducted in an accessible, respectful and supportive manner.

6.1 Panel Composition

The Independent Complaints Panel will consist of three suitably qualified and experienced members who are able to consider the complaint objectively and without conflict of interest.

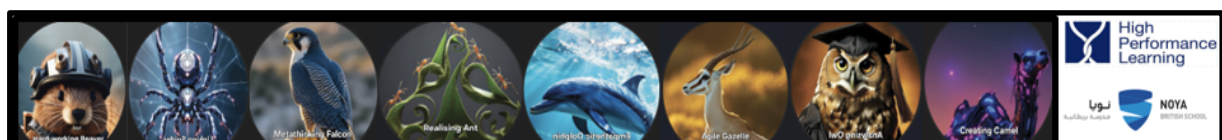
The panel will normally comprise:

- One senior leader from another school or educational organisation, with relevant leadership experience
- One representative of the school's proprietor or governance structure
- One independent member with no current or previous involvement in the management, ownership, or day-to-day operation of the school

No panel member will have had any prior involvement in the complaint, its investigation, or earlier stages of the procedure.

At least one member of the panel will be fully independent of the school and its proprietors, in order to ensure impartiality and public confidence in the process.

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Before appointment, all panel members will be required to declare any potential conflicts of interest. Where a conflict is identified, an alternative member will be appointed.

This structure ensures that panel hearings are conducted in a fair, balanced and transparent manner and that decisions are reached on the basis of evidence and regulatory compliance rather than organisational affiliation.

6.2 Panel Hearing

- Convened within 5 school days
- Minimum 10 days' notice
- Right to accompaniment
- Equal representation

The panel will:

- Review all documents
- Hear both parties
- Ask questions
- Evaluate procedural compliance
- Reach findings



6.3 Panel Findings

Following the conclusion of a panel hearing, the Independent Complaints Panel will prepare a detailed written report setting out its findings and conclusions.

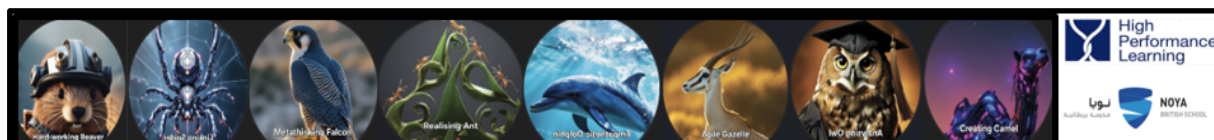
This report will normally be issued within five school days of the hearing and will provide a clear and transparent account of the panel's decision-making process. It will include:

- The panel's determinations in relation to each element of the complaint
- The evidence considered and the reasons for the decisions reached
- Any recommendations for improvement, policy review, or further action
- Specific actions required by the school, including timescales and responsibilities

The written findings ensure that all parties have a shared understanding of the outcome and the rationale underpinning it and they provide a formal basis for accountability and follow-up.

Copies of the panel's report will be:

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- Provided in writing to the complainant
- Provided to the Principal for implementation and oversight
- Recorded in the school's Central Complaints Register and Action Log

All documentation relating to the complaint, including panel minutes, evidence submitted, correspondence, investigation reports and outcome letters, will be retained securely as part of the school's official records.

These records will be made available for inspection by authorised regulatory bodies, including British Schools Overseas (BSO) and ADEK, upon request.

In accordance with data protection legislation and safeguarding requirements, all complaint records are treated as confidential. Access is restricted to authorised personnel only and information is shared strictly on a need-to-know basis.

Records are stored securely in line with the school's information governance procedures and retained for the prescribed period. Upon expiry of the retention period, records are disposed of securely.

The school is committed to ensuring that the management of complaint records reflects the highest standards of professionalism, integrity and accountability.

Stage 7 – Final Appeal: CEO

A final appeal may be submitted within 10 days.

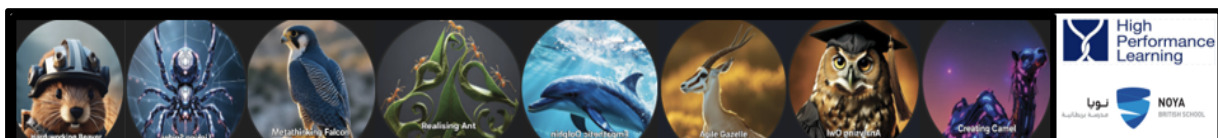
The CEO will review:

- All documentation
- Panel findings
- Compliance

The CEO's decision is final.

Written outcome within 5 days.

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10. Right to Accompaniment

At all formal stages (3–7), complainants may be accompanied by:

- Family member
- Professional representative

This right will be communicated in all formal correspondence.

11. Investigating Complaints

When a complaint is received, the school is committed to ensuring that it is investigated thoroughly, fairly and without prejudice.

All investigations are conducted in a professional and proportionate manner, taking into account the nature and complexity of the complaint. The appointed investigating officer will seek to establish a clear and accurate understanding of events by gathering relevant information, speaking to those involved and reviewing any available documentation.

Throughout the investigation process, care will be taken to ensure that all parties are treated with respect and that confidentiality is maintained. Those involved will be given appropriate opportunities to present their views and provide supporting evidence.

Accurate written records will be kept of meetings, interviews and decisions. These records form part of the school's official complaints file and are retained in line with regulatory requirements.

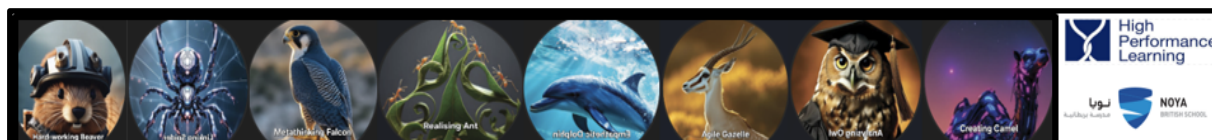
The school recognises that effective investigation is essential not only to resolving individual complaints but also to strengthening practice and improving provision.

12. Managing Unreasonable or Persistent Complaints

Noya British School is committed to working constructively with all members of its community and seeks to resolve concerns through open dialogue and mutual respect.

On rare occasions, the behaviour of a complainant may become unreasonable, persistent, or disproportionate in nature. This may include excessive repetition of issues that have already been addressed, aggressive communication, unrealistic demands, or conduct that places undue pressure on staff.

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In such circumstances, the school will seek to address the situation sensitively and proportionately. The complainant will be informed in writing if their behaviour is considered unreasonable and will be advised of appropriate expectations for future communication.

Where necessary, reasonable restrictions may be applied to manage further correspondence, such as limiting points of contact or specifying preferred communication channels. Any such measures will be implemented in line with regulatory guidance and will be reviewed regularly.

The school remains committed to ensuring that genuine concerns are always considered fairly, regardless of the manner in which they are raised.

13. Complaints Referred to External Authorities

From time to time, complaints may be raised directly with external bodies, including ADEK or other regulatory authorities.

In most cases, such complaints are referred back to the school to be managed in accordance with this policy. Noya British School welcomes this approach, as it allows concerns to be addressed at the most appropriate level and within established procedures.

The school will cooperate fully with external authorities and will provide all relevant documentation, records and evidence as required. Any recommendations arising from external reviews will be considered carefully and acted upon promptly.

14. Monitoring, Evaluation and Continuous Improvement

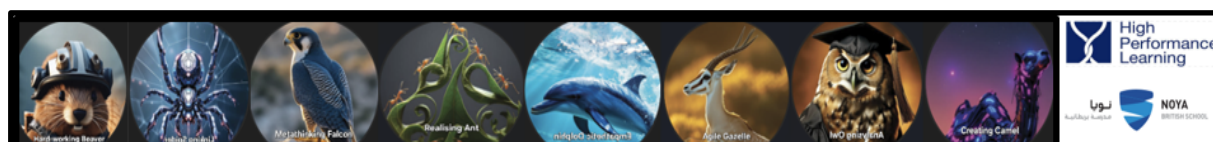
The school views the management of complaints as an important component of its wider quality assurance and self-evaluation processes.

The Principal is responsible for overseeing the monitoring of complaints data and reviewing patterns, themes and emerging trends. This information is used to inform strategic planning, staff training, policy development and service improvement.

Regular analysis of complaints enables the school to identify strengths, address areas for development and reinforce effective practice. Where appropriate, learning from complaints is shared with staff to promote reflective practice and continuous professional development.

Findings from complaints monitoring are reported to governance and proprietors as part of the school's accountability framework.

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15. Equality, Accessibility and Inclusion

Noya British School is committed to ensuring that its complaints procedures are fair, accessible and inclusive for all members of the community.

The school recognises that some individuals may require additional support in order to engage fully with the complaints process. Reasonable adjustments will be made where necessary, including support with communication, translation, or alternative formats.

No individual will be disadvantaged, treated less favourably, or subject to discrimination as a result of raising a concern or complaint in good faith.

The school promotes a culture in which feedback is welcomed and respected and where all voices are valued.

16. Publication and Availability of the Policy

This Complaints Policy is published on the school website and is available to parents and members of the community upon request.

Hard copies can be obtained from the school office.

The policy is provided to regulatory bodies and inspectors as part of routine inspection and compliance processes.

Staff are made aware of the policy through induction, training and ongoing professional development to ensure consistent implementation.

17. Statement of Commitment

Noya British School is committed to fostering positive and trusting relationships with families and stakeholders through openness, transparency and effective communication.

The school believes that concerns and complaints, when handled appropriately, contribute to stronger partnerships and improved educational outcomes.

By following this policy, the school aims to ensure that all complaints are addressed fairly, promptly and constructively, in the best interests of students and the wider school community.

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