




DUBAI SCHOLARS
PRIVATE SCHOOL



Post Box No : 2819
Dubai, UAE
Tel : 971-4 7069 000
Email : admin@dubaischolars.com
Url : www.dubaischolars.com

DS COMPLAINT POLICY

Revision date	August 2023
Circulation	
Approval Signature	

This policy will be reviewed annually unless an incident; new legislation or guidance suggests the need for an interim review



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Complaints Procedures for Parents at Dubai Scholars Private School

We, at Dubai Scholars, welcome suggestions and comments from parents and take any complaints and concerns that they may raise very seriously.

We encourage parents to bring these to our attention as early as possible so that we have the opportunity to rectify a problem or explain the school's position before a concern becomes more serious.

A complaint will be treated as an expression of genuine dissatisfaction, to which we will respond. All staff endeavour to listen to what parents and stakeholders are saying and to work in partnership to resolve any problems or concerns.

Many worries or concerns can be managed without the need for formal procedures, providing that the concern is taken seriously and addressed at an early stage.

Our school aims to be fair, open, and honest when dealing with any complaint.

We consider all complaints and deal with them as swiftly as possible.

We aim to resolve any complaint through dialogue and mutual understanding, and, in all cases, we put the interests of the child above all other issues.

We provide sufficient opportunity for any complaint to be fully discussed and then resolved. It is inevitable in any institution that there are occasions when parents or other stakeholders are dissatisfied with the service provided.

This Policy advises all people on how to direct a complaint and the potential escalation procedures around this.

We will ensure that:

- We respond to complaints within a reasonable time and in a courteous and efficient way
- Parents realize that we will listen and take all complaints seriously
- We take appropriate action where necessary



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How should a parent complain?

Academic & Pastoral Concerns

Stage 1 - Initial complaint directed to the class teacher or the form tutor to be resolved and feedback provided.

Mode of complaint – Preferably via emails.

Response Time – 36 hours.

While writing to the Class Teacher – Kindly copy Key Stage leaders

Key stage 1 Admin (Year 1 & 2)	Raji Nair	rnair@Dubaischolars.com
Key stage 1 Academic (Year 1 & 2)	Natasha Mascarenhas	nmascarenhas@Dubaischolars.com
Deputy Phase Head / Key stage 2 Leader (Year 3 to 6)	Kimberley Fernandes	kfernandes@dubaischolars.com
Deputy Phase Head / Key stage 3 Leader (Year 7 to 9)	Jeoffrey Mendonca	jmendonca@dubaischolars.com
Key stage 4 Leader (Year 10 & 11)	Lydia Dias	ldias@dubaischolars.com
Key stage 5 Leader (Year 12 & 13)	Smriti Mendonca	smendonca@dubaischolars.com

Stage 2 - If not satisfied with Stage 1, the parents will direct their complaints to the Parent Liaison officer to be resolved and feedback provided.

Parent Liaison Officer	Parvathi Muthusivan	plo@dubaischolars.com
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Stage 3 – If not satisfied, direct to the Phase Head.

Head of FS / Nursery	Fauzia Waheed	fwaheed@dubaischolars.com
Head of Primary (Year 1 to 6)	Sheerin Ahmed	sahmed@dubaischolars.com
Vice Principal / Head of Secondary (Year 7 to 13)	Sapna Changrani	schangrani@dubaischolars.com

Stage 4 – If not Satisfied, forwarded to the Head of School or Vice Principal for final resolution.

Head of School	Frank Scarcelli	principalsoffice@dubaischolars.com
Vice Principal / Head of Secondary	Sapna Changrani	schangrani@dubaischolars.com

Operational Concerns:

Resources (Books/Uniforms)

Fees

Facilities

Transport

Stage 1 - The parents will direct their complaints to the Parent Liaison officer to be resolved and feedback provided.

Parent Liaison Officer	Parvathi Muthusivan	plo@dubaischolars.com
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Stage 2 – If not satisfied, direct to the Phase Head.

Head of Administration	Biniya Jacob	administrator@dubaischolars.com
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Stage 3 – If not Satisfied, forwarded to the Head of School

Head of School	Frank Scarcelli	principalsoffice@dubaischolars.com
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In many circumstances, the person contacted may need to discuss the issue with one or more colleagues and consider further before a response can be made.

The Parent Liaison Officer will keep a written record of all significant parental complaints and their outcome. All complaints should be dealt with within 7 working days.

Where a complaint is considered more complex and requires additional time for investigation, the lead investigator should inform the complainant with a realistic timeline.

Confidentiality Parental complaints or concerns will be treated in a confidential manner and with respect.

Knowledge of the complaint or concern will be limited to those leaders directly involved.

It is the school's policy that complaints made by parents will not rebound adversely on their children in any way.

We cannot, however, entirely rule out the need to make relevant third parties outside the school aware of the complaint and the identity of those involved.

This would only be likely to happen where, for example, a child's safety was at risk, or it became necessary to refer matters to the police. Before this happens, the parent making the complaint would be fully informed.

Anonymous complaints will not be pursued.

Any action taken under staff disciplinary procedures, following parental complaints, would normally be handled confidentially within the school. Parents would be informed that appropriate action had been taken.

Students may also raise general concerns to the school Counsellor. The school is determined to ensure that all students know to whom they can turn to

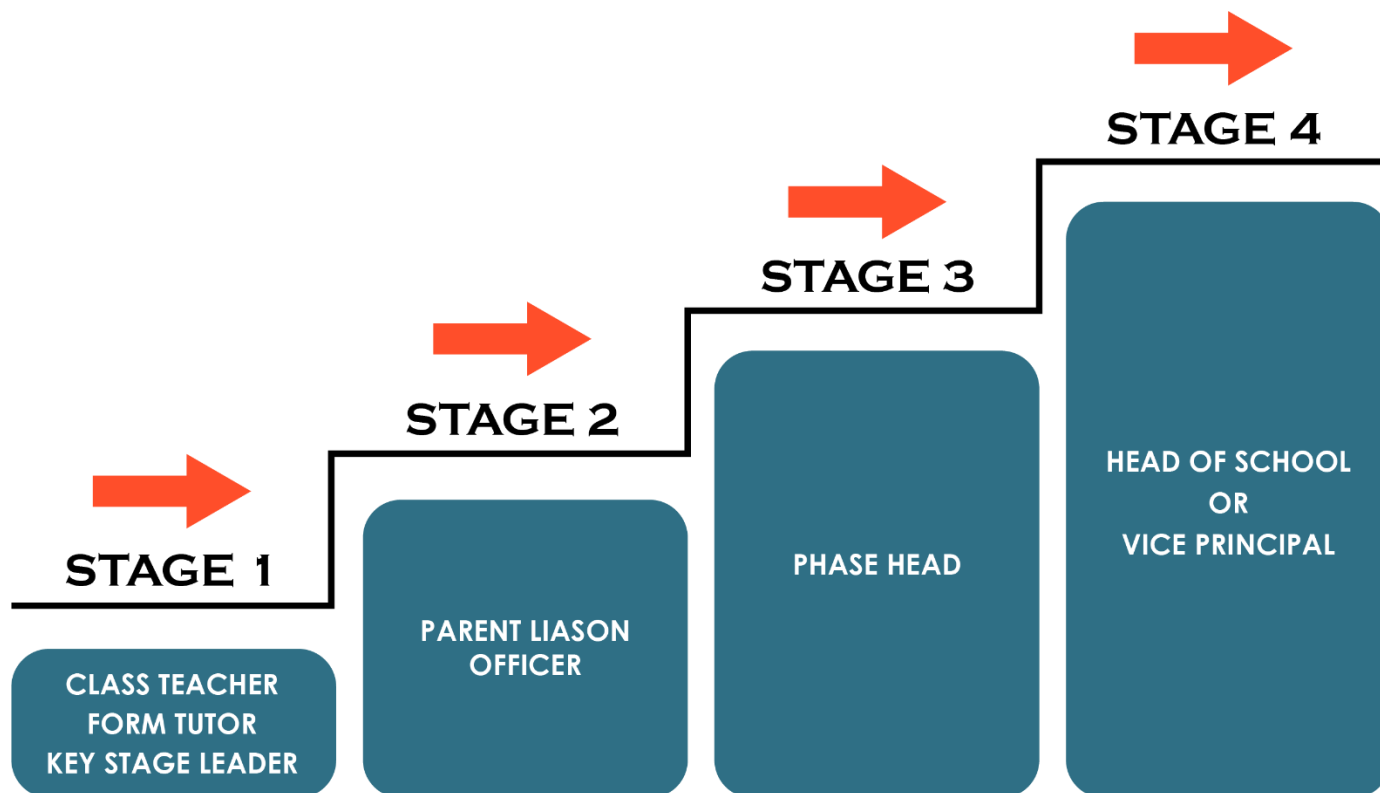


DUBAI SCHOLARS
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BSME | Member
BRITISH SCHOOLS IN THE MIDDLE EAST

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Communication Matrix - Academic



Communication Matrix - Operations

