



DUBAI SCHOLARS
PRIVATE SCHOOL



BSME
BRITISH SCHOOLS IN THE MIDDLE EAST

Accredited
Member



COMPLAINT POLICY

Review date	June 2025
Circulation	
Approval Signature	Ms Sapna Changrani (Head of School)

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





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 interest 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 realise that we will listen and take all complaints seriously.
- We take appropriate action where necessary.





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 – 48 working hours but not more than 7 working days; subject to the nature and scale of the issue

While writing to the Class Teacher – Kindly copy the year level leaders

Foundation Stage 1 coordinator	Ms. Caroline Silva	csilva@dubaischolars.com
Foundation Stage 2 coordinator	Ms.Roshni Ajmal	rajmal@dubaischolars.com
Head of Year 1	Ms.Natasha Mascarenhas	nmascarenhas@dubaischolars.com
Head of Year 2	Ms.Raji Nair	rnair@dubaischolars.com
Deputy Phase Head – Years 3-6	Ms.Blossom Fernandes	bfernandes@dubaischolars.com
Deputy Phase Head – Years 7 - 10	Ms.Simreen Sandhu	ssandhu@dubaischolars.com
Deputy Phase Head – Years 11- 13	Mr.Edberg Soans	esoans@dubaischolars.com

Stage 2 – If not satisfied with Stage 1, direct to the Phase Head.

Head of Foundation Stage	Ms.Pooja Jaitley	pjaitley@dubaischolars.com
Head of Primary (Years 3 to 6)	Ms.Kimberley Fernandes	kfernandes@dubaischolars.com
Head of Secondary (Years 7 to 10)	Ms.Joretta Borges	jborges@dubaischolars.com
Head of Secondary (Year 11 to 13)	Ms. Lydia Dias	ldias@dubaischolars.com

Stage 3 – If not Satisfied, forwarded to the Head of School for final resolution.

Head of School	Sapna Changrani	principalsoffice@dubaischolars.com
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Operational Concerns:

Resources (Books/Uniforms)

Fees

Facilities

Transport

Stage 1 - Parents are requested to direct their complaints to the members listed below, who will address the concerns and provide feedback accordingly.

Resources (Books / Uniform)	Mr. Antony Roshin	resourcemanager@dubaischolars.com
Fees	Mr. Denny Anand	accounts@dubaischolars.com
Facilities / Transport	Mr. Varghese Kuriakose	transportation@dubaischolars.com

Stage 2 - If not satisfied, direct to the Operations Manager.

Operations Manager	Mr. Richard Lloyd	operations@dubaischolars.com
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Stage 3 - If not Satisfied, forwarded to the Head of School

Head of School	Ms. Sapna Changrani	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.

School staff 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. 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.





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

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.

