

# SCHOOL POLICY



Name	Complaints & Resolutions Policy
Approved	August 2025
Review	August 2026

## **POLICY STATEMENT**

Dubai Heights Academy is committed to its motto of “Every child, Every mind and Everybody matters”. The school works closely with its community to ensure every child is safe, happy at school and receiving the best possible learning experience. The school understands how important it is that any parental concerns are addressed quickly and effectively and aims to work in partnership with parents to find a solution promptly.

## **Preventive measures**

- a. The school follows the safer recruitment policy while hiring all staff, ensuring that only highly qualified staff are recruited with full background checks in place.
- b. The complaints and resolution policy is shared with all stakeholders, so everyone is aware of the process and procedure for channelling complaints. The policy is also shared on the school’s website.
- c. Regular parent teacher meetings are conducted throughout the year, where concerns can be raised and addressed.
- d. Members of the SLT and Phase Leaders are present at the main entrances of the school to greet the students and are available to briefly discuss any day to day concerns before they escalate. Guidance may be given at this time to refer to the policy and procedure as matters may need further review and discussion.
- e. The school shares the parent handbook annually, with all parents so they are aware of the procedures and policies followed at school.
- f. The school endeavours to ensure key policies are being followed at all times both by staff and students such as
  - Behaviour Policy
  - Anti Bullying and Cyber Bullying Policy
  - Child Protection / Safeguarding Policy
  - Communication Policy
- g. The school has a counsellor to help parents and children adjust to new routines and to address any well-being issues children may face at school.
- h. The school adheres to the communication process (Section 4) listed in the Parent School Contract and requests that parents endeavour to fulfil their responsibilities towards the school as listed in this section.

## **AIMS**

- a. To define the means by which complaints may be resolved as fairly and as quickly as possible as it is important that any concerns are addressed at the earliest opportunity.
- b. To follow an open and transparent culture where complaints are received and addressed in an organised and positive manner.
- c. The procedures are designed to be fair and consistent, so that all the concerned parties have an equal opportunity to be able to voice their concerns and receive a response, solution or feedback.
- d. To acknowledge any grievances and complaints within 24 hours
- e. To address complaints within 5 working days. The timescale for resolution may be dependent on the nature of the complaint and the parties involved.
- f. Complaints will be formally logged from Stage 2 when a complaint has escalated to the Phase Leader / Subject Leader or where the complainant requests for the matter to be documented.
- g. Records of complaints and resolutions are confidential and will not be shared with any external parties except in cases where legal requirements permit access or at times where there are school inspections and/or compliance visits.
- h. Parents must not engage in taking matters into their own hands or in dealing with other parents or students directly.
- i. Anonymous complaints may be considered on a case by case basis and may or may not be subjected to the procedures listed in this policy.

- j. Communications must be respectful. The school has a zero tolerance policy for bullying in all its forms and therefore will not tolerate any form of defamation or intentional harm practised through social media forums against its students, staff or management. Parents and students must not breach confidentiality, defame or make threats to any person in the school community (as per Clause 6 of the Parent School Contract).
- k. Parents may raise a complaint directly to the Principal (Stage 4) if the nature of the complaint merits direct attention from the Principal and or SLT. However, the Principal reserves the right to redirect the complaint back to an appropriate level, if this will better solve the problem or concern.

## **1. PROCEDURE (FOUR LEVELS)**

At Dubai Heights Academy we have a four level approach for managing complaints which is as follows:

- a. Level 1 Informal (3 Stages)
- b. Level 2 Formal (2 Stages)
- c. Level 3 Formal Panel Hearing - Governing Body
- d. Level 4 Formal KHDA

### **1.1 Informal resolution of a concern or complaint**

The majority of issues raised in school can nearly always be dealt with informally and directly with the member of staff concerned. For example, dissatisfaction about some aspect of teaching, pastoral care or a billing error should be able to be resolved by the appropriate member of staff.

#### **Stage 1 - Class Teacher / Tutor / Subject Teacher / Reception**

Class teachers take responsibility for the students in their care, and all issues should be raised initially with the class teacher or with the specific subject teacher in the first instance, unless the matter has no relation to the student's academic or pastoral needs. In such cases, the matter may be reported to our receptionist either via email: [reception@dubaiheightsacademy.com](mailto:reception@dubaiheightsacademy.com) or by telephone: **(04)3563333**. This would include complaints regarding administration or operational matters including finance, facilities or admissions

Teachers are available for scheduled appointments either in person, phone call or via Zoom and will respond to emails to acknowledge they have received your concern, within one working day. An appointment can be made either directly with the class teacher via Seesaw, email or by contacting DHA Reception via email: [reception@dubaiheightsacademy.com](mailto:reception@dubaiheightsacademy.com)

Please remember that teaching and learning is the core of our work and teachers are unable to discuss any issue with parents during lesson time and at drop off and pick up times as their attention needs to be focused on the students in their care.

#### **Stage 2 -Subject Leader / Assistant Head of Department /Admin Department Manager (e.g Finance)**

If after following the guidance in Stage 1 there is still a concern, the school employee or parent may wish to direct the complaint to the Subject Leader, Assistant Head of Department or Admin department manager e.g. Finance, Facilities or Admissions who will acknowledge receipt of the complaint. The school employee may arrange a meeting with the concerned parties to resolve the issue within 5 working days and record the outcome. It is important that the following details are outlined in the written complaint:

- 1. The details of the complaint
- 2. What steps have been taken to address the complaint
- 3. What action do you consider needs to be taken to resolve the issue

#### **Stage 3 - Head of Department (Primary / Secondary / Inclusion / MOE) / PA to the Principal**

If the complaint remains unresolved at the previous stage, then the Parent, Phase Leader, Subject Leader, Admin manager may raise the complaint to the Senior Management (SLT) - Head of Primary / Head of



Secondary / Head of Inclusion / Head of MOE or PA to the Principal, who will follow the similar process as outlined in Stage 2 to resolve the complaint.

## 1.2 Formal Level

It is required of both parties to make every effort to resolve issues informally through meetings and discussions, however at times there are concerns and complaints that may need further deliberations. If the complaint is not resolved at the informal stage then the complaint must be put in writing and passed on to the Vice Principal/ Principal who will be responsible for investigation. All formal complaints will be logged in the School's Complaints log.

### Stage 4 - Vice Principal / Principal

If the complaint remains unresolved at Stage 3, then it will be escalated to the attention of the Vice Principal / Principal. The Vice Principal / Principal will discuss the concern with the Head of Primary / Head of Secondary / Head of Inclusion / Head of MOE / PA to the Principal, to investigate the matter and respond in writing and/or arrange a meeting with the Parent within 5 working days of the complaint reaching this stage. The outcome of the meeting will be recorded and shared with the parent and if the concern continues to remain unresolved then the matter will escalate to the governing board.

### Stage 5 - Governing Board

If the parent remains unsatisfied after completing all the above stages, then the parent or Principal shall write an official letter to the board of governors. Where the complaint is directed specifically at the Principal, it should also be directed in writing to the board of governors. The Governing Board of the school can be reached by email via [governors@dubaiheightsacademy.com](mailto:governors@dubaiheightsacademy.com). The Governing board investigates the complaint and shares the outcome within 5 working days. If the parent feels the concern has not been resolved, then they may request that their concern be heard by a panel.

## 1.3 Panel Hearing

### Stage 6 - Panel Hearing

A specially convened committee will be arranged by the school management and governors and will meet within 10 working days, to discuss the concerns. None of the committee members will have any connection to the original concern or complaint and one panel member will be independent of the management and running of the school. The parent may be accompanied to the hearing by one other person, who will be present only in a supportive capacity. The committee shall review the matter and a written response will be provided to the Principal and the parent, within 10 working days. This will be considered the school's final response to the complaint made. The parent reserves the right to escalate the matter further to KHDA.

## 1.4 KHDA

### Stage 7 - KHDA mediation meeting

If the parent is still not satisfied, and the matter remains unresolved after following all of the above procedures the parent has the right to refer the matter to KHDA by contacting the Compliance and Resolution Commission on [CRC@KHDA.gov.ae](mailto:CRC@KHDA.gov.ae)

The KHDA parent-school contract is in place so that both parties have a constructive relationship based upon the agreed terms and conditions as laid out in the contract. Dubai Heights Academy Complaints and Resolutions Policy is fully aligned to the KHDA parent-school contract Section 9: Appeal Process to ensure the correct process is followed for any conflict resolution.

KHDA has the right to uphold or revoke any and all decisions. Its final decisions are binding to both the school and parents.

## 5. Summary of Stages

The stages managed within the school are summarised as follows:



A summary of the four levels and stages for complaints are as follows:



