

Complaints Procedure

Glendale International School | Governance and compliance

Policy owner	Principal / Complaints Coordinator	Approval body	Jasmit Kang, Principal
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Version	1.0	Policy number	GIS CP 01
Applies to	Whole school community	Status	Approved

Glendale International School welcomes concerns and complaints as an opportunity to resolve problems fairly, protect learners and improve practice. Complaints will be handled promptly, consistently, confidentially and without disadvantage to anyone who raises a concern in good faith.

1 Purpose and scope

This procedure applies to learners, parents and carers, staff, visitors and other service users. It covers complaints about school services, decisions, conduct, communication, teaching, assessment, support and administration. Safeguarding concerns, staff grievances, whistleblowing, admissions appeals and matters subject to a separate statutory or contractual process will be redirected to the appropriate procedure while the complainant is informed.

2 Principles

- Resolve concerns at the earliest appropriate level.
- Listen respectfully and remain impartial.
- Separate the complaint from the person raising it.
- Protect confidentiality while sharing information with those who need it to investigate or respond.
- Avoid conflicts of interest and appoint an independent person where required.
- Keep accurate, secure records of the concern, evidence, decisions and communication.
- Make reasonable adjustments so the process is accessible.
- No learner or complainant will experience retaliation for raising a concern in good faith.

3 How to raise a concern

A concern may be raised verbally or in writing. Complaints may be submitted by email to **principal.glendale-dubai@globalschools.com** or delivered to the school reception for the attention of the Complaints Coordinator or Principal. Written complaints should explain what happened, relevant dates and people, steps already taken, the effect of the issue and the outcome sought. Assistance will be provided where a complainant has communication, language, literacy or accessibility needs. Anonymous complaints will be considered according to the seriousness, credibility and evidence available.

4 Roles and independence

Role	Responsibility
Receiving staff member	Listen, record key facts, resolve straightforward matters where authorised and forward formal or safeguarding matters immediately.
Complaints Coordinator	Logs complaints, confirms the correct route, monitors deadlines, records outcomes and reports themes.

Investigator	Gathers and tests evidence impartially, interviews relevant people and produces findings.
Principal	Oversees the process, appoints independent investigators and decides formal outcomes unless conflicted.
Governing Body or proprietor representative	Reviews escalated complaints and acts where the Principal is involved or conflicted.

5 Stages and timeframes

Stage	Process and normal timeframe
Stage 1 Informal resolution	Raise the concern with the relevant teacher, team leader or manager. The school will normally acknowledge it within two working days and aim to resolve it within five working days.
Stage 2 Formal complaint	Submit the complaint to the Complaints Coordinator or Principal. The school will acknowledge it within two working days, confirm the investigator and normally issue a written outcome within ten working days.
Stage 3 Internal review	If dissatisfied, request a review within ten working days, stating the grounds. An independent senior leader, governing body member or proprietor representative will normally issue the review outcome within ten working days.
External escalation	After the internal procedure is completed, the complainant may approach the relevant regulator, awarding organisation or authority where the matter falls within its remit. The school will provide the appropriate route in the final response.

If a timeframe cannot be met because of complexity, absence, school closure or the need to consult another body, the school will explain the reason, give a revised date and provide reasonable updates.

6 Formal investigation procedure

1. Check whether urgent safeguarding, health and safety, data protection or criminal concerns require immediate action or referral.
2. Confirm the complaint, desired outcome, scope, investigator and any conflict-of-interest controls.
3. Collect relevant records and invite the complainant and those complained about to provide evidence.
4. Interview relevant people fairly. Learners will receive age-appropriate support and may be accompanied where appropriate.
5. Assess evidence on the balance of probabilities, distinguishing fact, professional judgement and unresolved disagreement.
6. Prepare findings and recommendations. The decision-maker considers remedies and any wider learning.
7. Send a clear written outcome stating whether each element is upheld, partly upheld, not upheld or cannot be determined; give reasons and the next review route.

7 Possible outcomes

- Explanation, clarification or facilitated meeting.
- Apology or correction of inaccurate information.
- Restorative action, reasonable adjustment or additional support.

- Review of a decision, service, assessment or procedure.
- Staff guidance, training, supervision or management action.
- Referral to another policy, regulator, authority or professional body.
- No further action where the complaint is not supported, with reasons recorded.

8 Records and confidentiality

The Complaints Coordinator will maintain a secure register recording the complainant, dates, issue, stage, investigator, evidence, outcome, action, review and closure. Records will be accessible only to those with a legitimate role. Complaint records will normally be retained for at least three academic years after closure, and longer where safeguarding, legal, regulatory, insurance or employment requirements apply.

9 Persistent or unreasonable conduct

The school may manage contact where behaviour becomes abusive, threatening, discriminatory, excessively repetitive or prevents the school from carrying out its duties. Any restriction will be proportionate, authorised by the Principal, time-limited, explained in writing and will not prevent a new safeguarding concern or materially different complaint from being considered.

10 Monitoring and review

The Principal and Complaints Coordinator will review trends, timeliness, repeat issues, actions and lessons at least termly. An anonymised summary may be shared with school leadership or the governing body. This procedure will be reviewed annually and after a serious case or material regulatory change.

Appendix A Complaint record

Field	Details
Reference number and date received	
Complainant and contact route	
Learner or service concerned	
Issue and desired outcome	
Safeguarding or urgent risk identified	
Stage and responsible person	
Evidence and interviews	
Findings and outcome	
Actions owner and deadline	
Review or external route	
Closure date	