BELVEDERE
INTERNATIONAL SCHOOL

# PARENTAL COMPLAINTS AND APPEAL POLICY

# 2026-2027

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| Approvals: | | | |
|---|---|---|---|
| Principal | **Mr. Ismat Daou** | | |
| *Signature* | | *Date:* | 12/9/26 |
| BIS Board of Governors | **Dr. Naim Alradi** | | |
| *Signature* | | *Date:* | 13/9/26 |

**Policy Statement**

At Belvedere International School, we value and appreciate feedback from parents, viewing any complaints and concerns as vital opportunities for improvement. We encourage timely communication so that we can address issues promptly, providing clarity or solutions before they escalate. Each complaint will be acknowledged as a sincere expression of dissatisfaction, and we are committed to responding effectively.

Our school is committed to fairness, transparency, and integrity in handling complaints. We carefully consider each concern and prioritise swift resolutions through open dialogue and mutual understanding, always placing the interests of the child above all else. We ensure sufficient opportunities for discussions to fully address and resolve any complaint.

Any dissatisfaction on behalf of a parent or guardian should be reported to the school and responded to promptly. Through the monitoring of complaints BIS is able to identify recurring or persistent issues and address these to further improve student and parent satisfaction.

The BIS parental complaints procedure aims to guarantee parents that:

- Complaints will be responded to fairly, promptly and with a satisfaction resolution
- The school will listen to concerns and criticism and will respond positively bearing in mind what is in the best interest of the school community
- Open communication with parents and staff will be maintained to demonstrate transparency
- A clear process / procedures will be shared with parents and followed by the person assigned to handle and resolve the conflict
- The process is accessible to all concerned
- A timeline will be specified for the processes and any amendments to the timeline will be kept to a minimum and communicated with the parent
- Records will be identified as confidential and kept securely

**Establishment of Parental Complaints Committee**

The Parental Complaints Committee will review complaints data and strategy and will, when needed, identify a team to support the resolution of conflicts in line with the school protocols whilst ensuring that there is no conflict of interest.

The Parent Complaints committee will comprise of a minimum of five persons as follows:

- Committee Lead
- Members
    - Admission Officer
    - Social Worker
    - Principal's PA
    - Corridor Supervisor
    - Administrative Support
    - Other staff consider desirable to assist the Committee in fulfilling its role.

*The committee is governed by a designated member of the school's Board of governors.*

**Responsibilities of the Parental Complaint Committee**

The Parental Complaints Committee will:

1. Ensure that the process used to handle and resolve complaints is fair and impartial

2. Ensure that all complaints are responded to in line with this BIS Parental Complaints Policy

3. Ensure that all complaints and gathered evidence will be handled with the utmost confidentiality

4. Ensure that any barriers which deter or prevent anyone from accessing the complaints procedure are identified and steps are taken to remove them

5. Monitor the implementation of the complaints procedure and identify any trends in complaints or resolutions

6. Ensure that each complaint is handled in a timely manner with achievable deadlines clearly shared with complainant

7. Share BIS Parental Complaints procedures with all stakeholders

8. All written records, including incident reports, action taken, and any relevant attachments, will be securely maintained in accordance with protocols to ensure confidentiality and data integrity

9. The committee will develop a resolution for the complaint in alignment with BIS policies and ADEK regulations, ensuring that their response not only adheres to compliance standards but also effectively addresses the specific concerns presented by the complainant.

10. A written resolution will require approval from the Parental Complaint Committee Lead and the same will be submitted to the Principal for information and for keeping the record up-to-date on the complaint's progress and resolution

**Parental Complaints Process and Procedures**

At BIS we want to make the process as easy as possible for a complainant to submit their complaint. The process should be simple, impartial and timely. We will ensure that all complaints are dealt with seriously and respectfully by all members of our staff.

- All parents have the right to raise a concern or complaint about any service, activity provided by the school or about the way that they or their child was treated. Staff at the school must listen to parental complaints, investigate where necessary and feedback any outcomes.

- If a parent raises an issue in person, via telephone, or through email, the goal is to resolve the matter promptly and to their satisfaction. If the parent has made a complaint in writing, they will receive an acknowledgement within 24 hours upon receipt and reply within further two working days, explaining how they/the school propose to proceed.

- The complaint will be registered in the complaint log sheet with a reference number for efficient tracking, and a complaint form will be provided to the parent for completion to facilitate follow-up on the matter.

- The assigned staff to handle the complaint will conduct thorough investigation to resolve the complaint in accordance with its designated priority and the specified Service Level Agreement (SLA) timeline, aiming to close the complaint in a satisfactory manner.

- All complaints should be dealt with within 7 working days. Where a complaint is considered more complex and requires additional time for investigation, the committee lead should inform the complainant with a realistic timeline.

- A matter raised orally will not necessarily be acknowledged in writing, contact will be retained until the matter is resolved.

**Service Level Agreement (SLA) timeline**

| Priority | Priority Criteria | Time Frame |
|---|---|---|
| Medium | Complaints or concerns with minor impact on an individual's livelihood or educational outcomes. | Maximum of **3 working days** |
| High | - Significant and immediate impact on an individual's livelihood<br>- Minor impact on the health and safety of students or employees | Maximum of **2 working days** |
| Urgent | - Severe impact on the health and safety of students or employees<br>- High public interest<br>- Potential legal investigation | Maximum of **24 hours** |

**<u>Stage 1: Addressing Concerns and Difficulties Informally</u>**

We expect that most concerns raised by parents regarding intervention or reconsideration can be resolved informally, such as issues related to teaching, pastoral and school operations, highlighting the importance of open communication to address these issues.

To ensure that the complaint is addressed promptly and accurately, please refer below, the relevant contact information for the appropriate person:

***Students Learning and Teaching***

For matter relates to the classroom, the curriculum or special educational needs, please communicate to the class teacher, key stage leader, Head of Inclusions, Vice-Principal as deemed appropriate.

***Pastoral Care***

For concerns relating to matters outside the classroom, please speak or write to the class teacher, Social workers, Head of Inclusions, Head of Department, Parent Coordinator, Vice Principal or Principal as deemed appropriate.

***Students Behaviour, Emotional Wellbeing and Support***

For concerns relating to behavioural issues or wellbeing, please speak or write to the class teacher, Social workers, Head of Inclusions, Head of Department, Parent Coordinator, Vice Principal or Principal as deemed appropriate.

***Operations / Facilities / External Services***

For concerns relating to admissions, fees and payments, school transportation, contractual services please speak or write to the admissions, school accountant, Parent Coordinator as deemed appropriate.

***A Member of Staff***

For concerns relating to any staff member, please communicate to the Committee Lead, Vice Principal or Principal as deemed appropriate.

At all times the Parental Complaint and Appeal Committee members are available to support parents with any complaints they may have. They will log the complaint and will refer it to the relevant person as highlighted above for follow up action.

**Stage 2: Formal Complaint and/or Appeal the Decision**

If a concern remains unresolved following Stage 1, it will be addressed through the formal complaint procedure. The parent may submit a written complaint and/or appeal the decision to the Parental Complaints and Appeal Committee in writing within seven (7) working days of the date they have been notified of the decision.

The complaint should include:

- Student's name and year/class
- Details of concern
- Date of incident
- Supporting documents or evidence (if any)

The Parental Complaints and Appeal Committee will review the complaint fairly and confidentially. During the investigation process, the committee may reach out for additional information and may conduct personal interviews with you and others who have knowledge with the circumstances. The outcome of the investigation and the resolution of the complaint will be reported to the Principal. The parent will be notified in writing of the decision.

**Referral to the Board of Governors or, in exceptional circumstances, ADEK**

**Stage 3: Governor's Complaints Panel**

In the event that a satisfactory resolution is not reached through at school level, then the concern / complaint may be escalated the decision and/or appeal to the School's designated member of the Board of Governors, who will gather all appropriate information relating to the matter and schedule a meeting within one working week to investigate the matter further.

The Governor's Complaints Panel consists of the following:

- Chair, Board of Governors
- Deputy Chair, Board of Governors
- School Principal

Parents will be informed in writing of the date of the meeting and may attend the relevant section of the meeting to explain their dissatisfaction.

Where possible, the Complaints Committee will reach a resolution immediately however, where this is not possible, the Committee will consider the matter further and come to a final decision within seven days of their meeting.

The Committee will then inform parents and others involved in writing of their decision and any recommendations they have made.

**Stage 4: Complaint with ADEK**

If the complaints panel's outcome is still unsatisfactory, parents may escalate the issue by contacting ADEK to log a complaint. While this can be done at any stage, it is advisable for parents to fully utilize the school's internal processes first, as ADEK typically expects that parents have attempted to resolve the matter with the school before making a referral.

**Record Keeping**

Within BIS we will record the progress of each parental complaint from the moment it is brought to our attention, including details of all actions, through to the resolution and associated actions. Written records will be kept of all meetings and interviews held in relation to the parent's complaint in order to present the same to the Board of Governors and ADEK, if requested and will be confidentially attached to student files for future reference.

**CCTV Footage**

CCTV footage can be used as part of the evidence but cannot be shared with parents or any third party other than if requested by ADEK.

If CCTV footage is required, then the IT Technician or the Facilities Manager can support by providing access as long as there is no conflict of interest. It may be necessary to also involve the class teacher to aid identification of individual students.

The viewing of CCTV footage cannot be used for any other purpose than that connected with the complaint.

**Confidentiality**

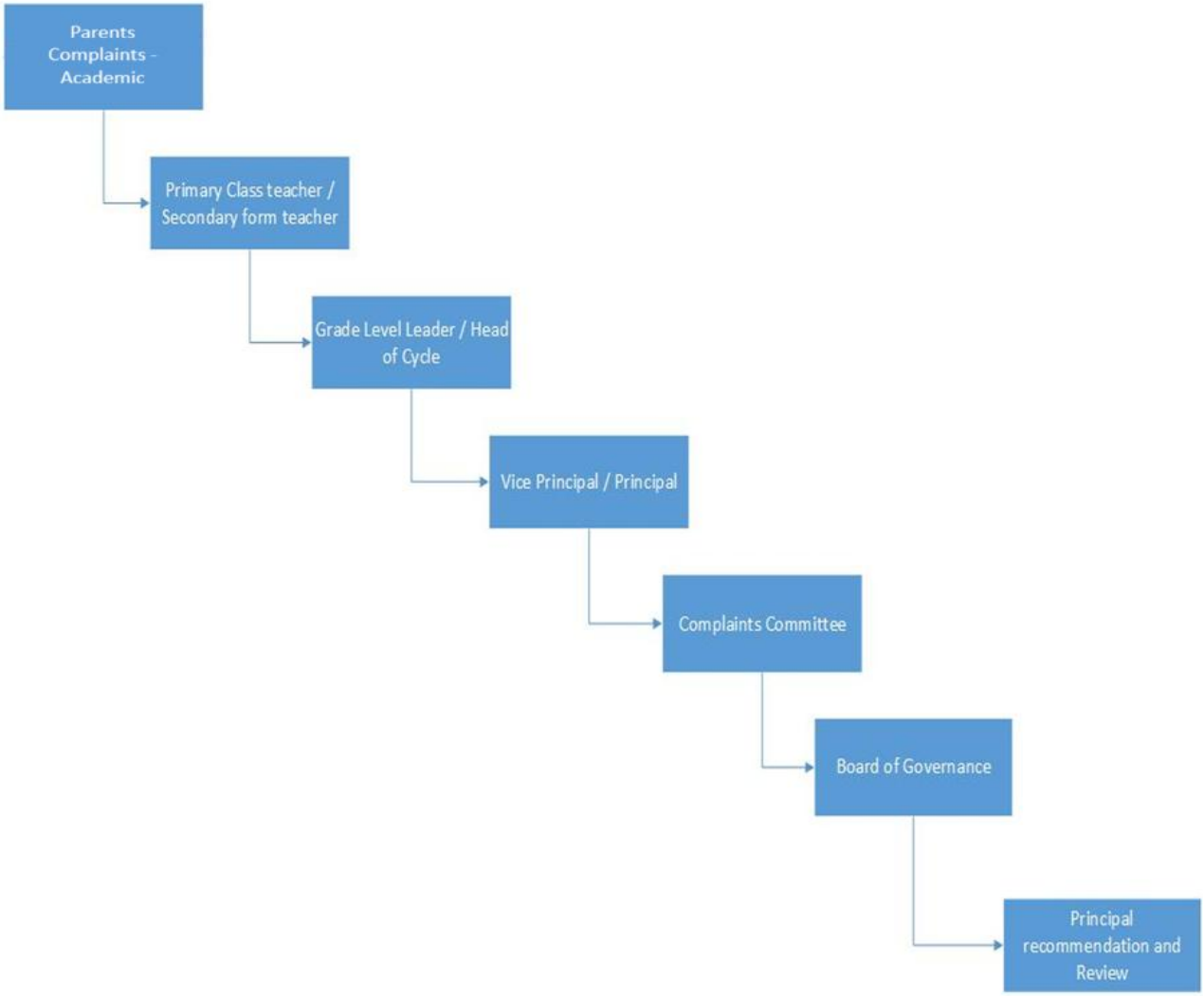
Parental complaints or concerns will be treated in a confidential manner and with respect, with information restricted to the Principal and those directly involved. The school ensures that any complaint made by parents will not negatively impact their children in any manner.

Actions taken under staff disciplinary procedures in response to parental complaints will typically remain confidential within the school. However, parents will be notified that appropriate measures have been implemented.

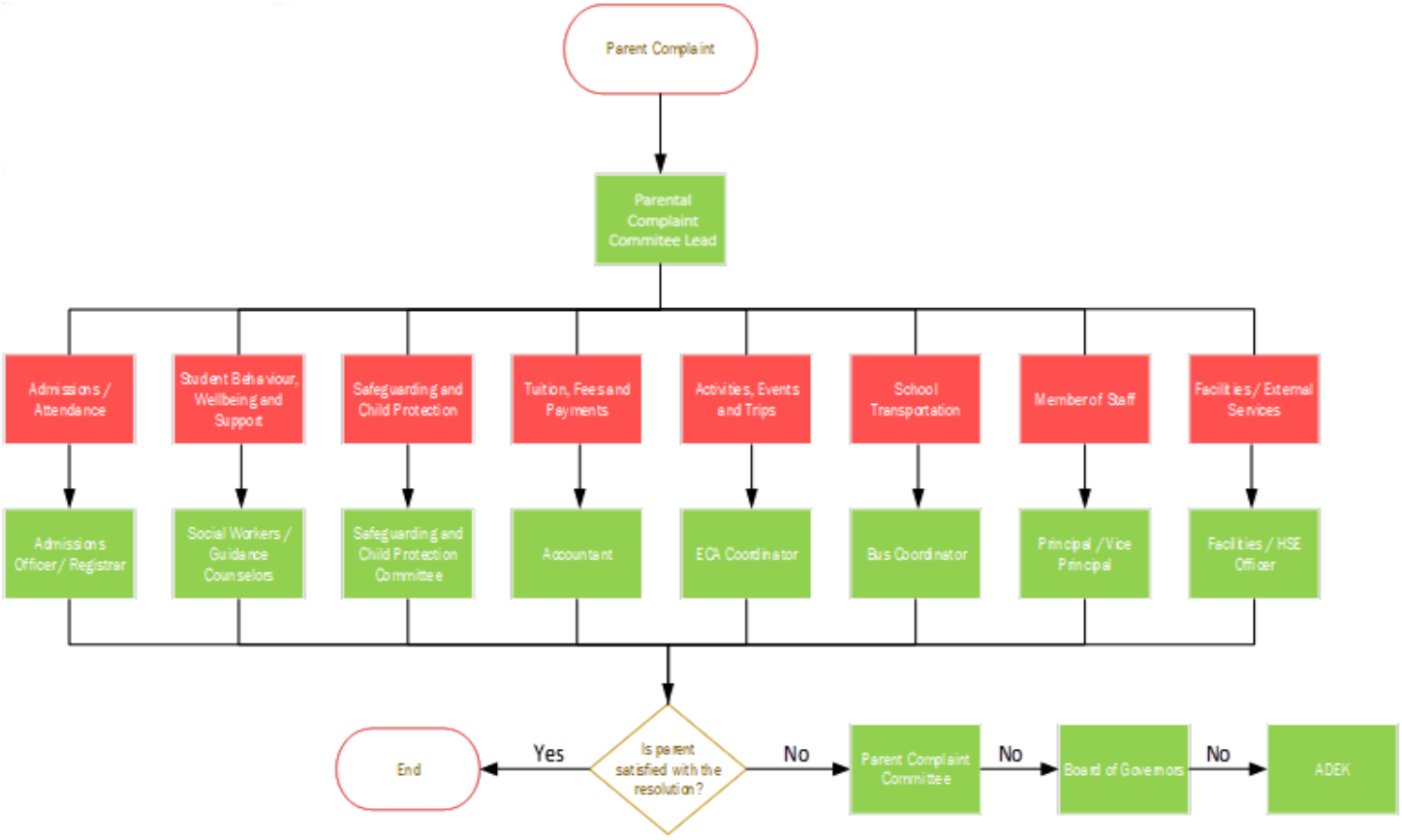
While confidentiality is a priority, there may be instances where it becomes necessary to inform relevant third parties outside the school, particularly if a child's safety is at risk or if the situation requires involvement from law enforcement. In such cases, the parent who made the complaint will be fully informed prior to any external disclosure.

Anonymous complaints will be recorded and assessed according to the nature of the concern and the information available. The school will take appropriate action where sufficient information is provided. Where anonymity or insufficient detail prevents further investigation, the reasons will be recorded.

**Process for Academic Complaints**



**Process for Non-Academic Complaints**



**Monitoring and Review**

The Principal and SLT will monitor all complaints received by the school and record how they were resolved to identify if there are trends which need to be addressed.

The BIS Board of Governors will monitor the implementation of the parental complaints' procedure, in order to ensure that all complaints are handled appropriately and to review trends in issues raised.

This policy is reviewed annually or as needed, to ensure its relevance and effectiveness and it is ratified by the Board of Governors.

## Complaint and Resolution Form

| Student Details | | | |
|---|---|---|---|
| Name of Student | | | |
| Student ID Number | | Year Group and Section | |
| Name of Parent | | | |
| Contact Number | | | |
| Email ID | | | |
| Date of Complaint | | | |

| Type of Complaint (Select Below) | | | |
|---|---|---|---|
| *Academic* | *Non-Academic* | *Pastoral* | *Operational* |
| Please provide details of the complaint, including person/s involved: | | | |
| | | | |
| Date of Incident | | Time of Incident | |

To be filled out by school staff initially resolving the complaint:

| Action Taken and/or Recommendation |
|---|
| |

| | | | |
|---|---|---|---|
| Name | | Role | |
| Signed | | Date | |

| Complaint Status | | | |
|---|---|---|---|
| Complaint Resolved? | Yes / No | | |
| Name | | Role | |
| Signed | | Date | |

To be filled out by colleagues if the complaint is escalated (repeat as necessary):

| Action Taken and/or Recommendation | | | |
|---|---|---|---|
| | | | |
| Name | | Role | |
| Signed | | Date | |

| Complaint Status | | | |
|---|---|---|---|
| Complaint Resolved? | Yes / No | | |
| Name | | Role | |
| Signed | | Date | |