

Complaints or Concerns Policy

Policy First Issued on	18/08/21
Policy Amended on	07/07/25
Lead Professional	Luke Jameson
Signature	<i>L Jameson</i>
Next Policy Review Date	07/07/26

1. Purpose

Muna British Academy is committed to maintaining positive relationships with parents, students, and the community. We believe that clear, open communication builds trust and helps us resolve concerns promptly and effectively.

2. Policy Statement

This policy provides a clear process for raising concerns and formal complaints. We are committed to ensuring all issues are handled respectfully, consistently, and in line with:

- **ADEK Parent-School Charter**
- **ADEK Private Schools Policy Manual**

3. Definition of a Concern and a Complaint

- A **concern** is an informal expression of worry or dissatisfaction, usually resolved through dialogue.
- A **complaint** is a formal expression of dissatisfaction requiring investigation and a formal written response.

4. Guiding Principles

We will:

- ✓ Respond promptly and fairly.
- ✓ Treat all complaints seriously.
- ✓ Keep matters confidential.
- ✓ Maintain accurate records.
- ✓ Offer opportunities for informal resolution.
- ✓ Ensure no individual raising a complaint is disadvantaged.
- ✓ Provide support to complainants requiring translation or assistance.

5. Communication Methods

Complaints and concerns can be submitted:

- In person
- By phone
- By email
- Via the school's online form

Complaints may be submitted in English or Arabic.

6. Right to Be Accompanied

Complainants may be accompanied by a friend or relative at any meeting

7. Staged Procedure - see Appendix 1 for flowchart

Stage 1 - Class teacher

Raise your concern with the class teacher. Most issues can be resolved at this stage.

Timeframe: Response within 2 working days.

Stage 2 - Head of Year/Director of Phase

If unresolved, contact the Head of Year or Director of Phase to discuss further.

Timeframe: Response within 2 working days.

Emails of contacts:

Head of FS1 - Ms Rochelle Gray - rgray@almunaacademy.sch.ae
Head of FS2 - Ms Moryum Begum - mbegum@almunaacademy.sch.ae
Head of Year 1 - Ms Lucie Turnlund - ltturnlund@almunaacademy.sch.ae
Head of Year 2 - Ms Natalie Graham - ngraham@almunaacademy.sch.ae
Head of Year 3 - Mr Chris House - chouse@almunaacademy.sch.ae
Head of Year 4 - Ms Riannah Prevost - rprevost@almunaacademy.sch.ae

Head of Year 5 - Mr Chris Bray - cbray@almunaacademy.sch.ae

Head of Year 6 - Mr David Gray - dgray@almunaacademy.sch.ae

Director of Foundation Stage - Ms Kandece Beharry - kbeharry@almunaacademy.sch.ae

Director of Lower School - Ms Vikki Sarpong - vsarpong@almunaacademy.sch.ae

Director of Upper School - Ms Vivian Schaf - vschaf@almunaacademy.sch.ae

Stage 3 - Formal Complaint to Assistant Principal

Submit your complaint in writing. The Assistant Principal will acknowledge receipt within 1 working day and investigate.

Timeframe: Full written response within 5 school days.

Emails of contacts:

Assistant Principal - Data & Assessment - Avalon Orr - aorr@almunaacademy.sch.ae

Assistant Principal - Pastoral - Mr Luke Jameson - ljameson@almunaacademy.sch.ae

Stage 4 - Formal Complaint to Head of School

If dissatisfied, escalate to the Head of School in writing.

Timeframe: Acknowledgement within 3 days. Full response within 5 school days.

Primary Head of School - Ms Janine Johnston - jjohnston@almunaacademy.sch.ae

Secondary Head of School - Ms Sandy Hughes - shughes@almunaacademy.sch.ae

Stage 5 - Escalation to Principal

If still unresolved, the complaint will be referred to the Principal.

Timeframe: Written decision within 5 school days.

Principal - Mr Graeme Kinhead - principal@almunaacademy.sch.ae

Stage 6 - Appeal to Aldar CEO through the customer support team

If the complaint remains unresolved, a final appeal can be made to the Aldar CEO through the customer support team. The Aldar CEO's decision is final.

Stage 7 - Referral to ADEK through customer support team

If the school's process has been exhausted, parents have the right to contact ADEK through the customer support team to raise the complaint formally.

8. Anonymous Complaints

Anonymous complaints will be considered at the discretion of the Principal, taking into account the seriousness of the issues and the evidence provided.

9. Unreasonable or Persistent Complaints

If behaviour is harassing, obsessive, or abusive, the school reserves the right to:

- Restrict communication to a single channel.
- Limit further contact.
- Refer to ADEK if necessary.

10. Cultural Considerations

Muna British Academy respects the UAE's cultural values. If parents notice any breaches (e.g., culturally inappropriate resources), they are encouraged to report them to Ms Orr, our National Identity lead, or the Cultural Compliance Committee immediately. The Cultural Compliance Committee will meet to discuss next steps with regards to this report.

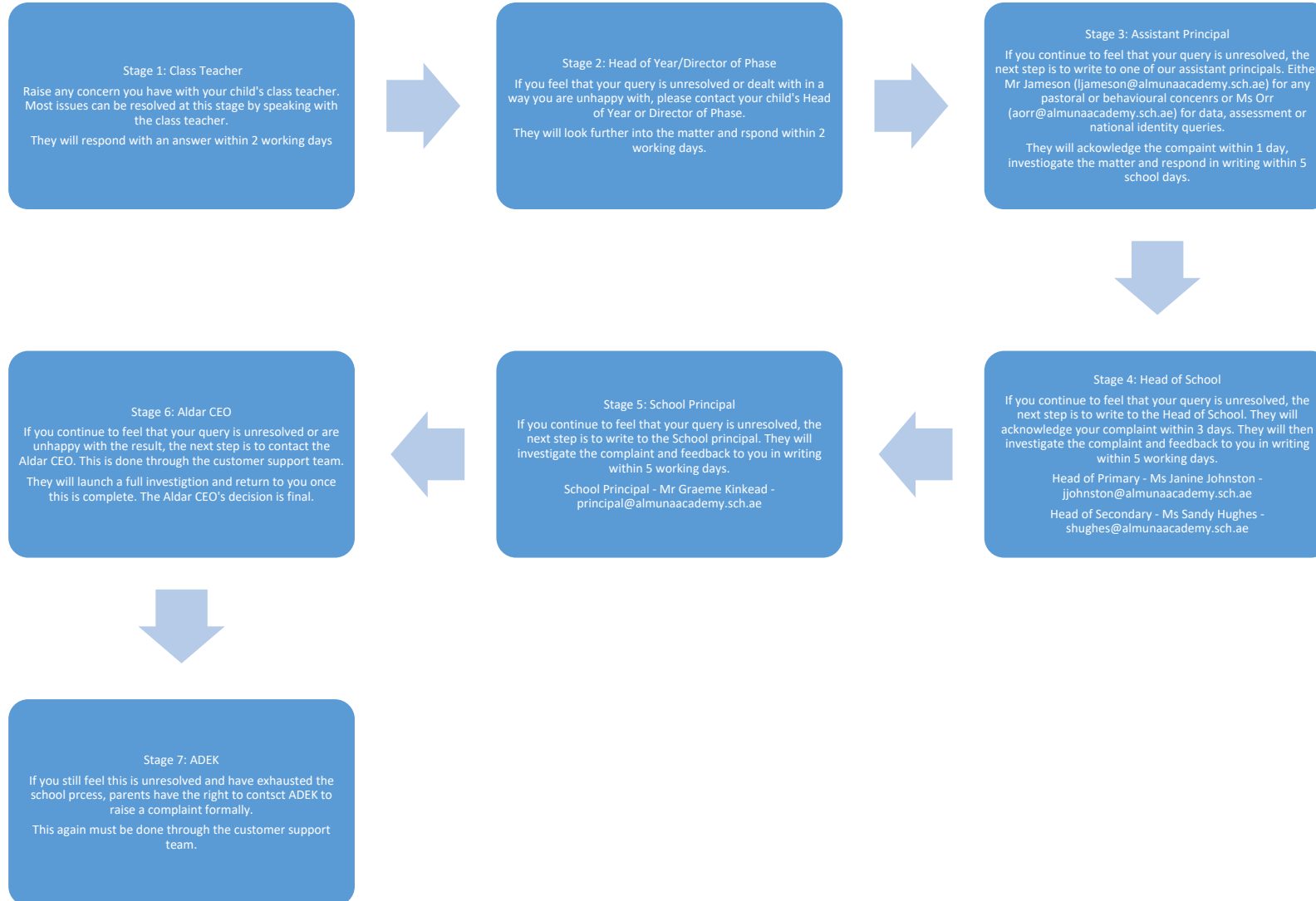
11. Record Keeping

All complaints are logged confidentially and stored securely in line with UAE data protection law. Records are retained for ADEK compliance.

12. Review

This policy will be reviewed every 2 years, or earlier if required by ADEK regulation or school development needs.

Appendix 1: Complaints Procedure Flowchart - Below is the flowchart to follow to file complaints:



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أكاديمية بريطانية



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