



دار المعرفة  
dar al marefa

# Dar Al Marefa

## Complaints Policy

2025/2026

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## Table of Contents

1. Our Vision.....	3
2. Our Mission .....	3
3. Rationale .....	3
4. Procedure .....	3



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## Complaints Policy

### 1. Our Vision

Our vision is to create a community that fosters lifelong learning, is rooted in its values and beliefs, is open minded, tolerant and appreciates diversity. Our graduates are principled and courageous individuals, ready to contribute to a more just and peaceful world.

### 2. Our Mission

Our mission is to build a consistent, challenging and safe learning environment that supports each child in exploring their capabilities, encourages them to respect other cultures and embrace the world with open-mindedness, tolerance and confidence.

### 3. Rationale

Though we aim at all times to work in a fair and transparent manner, at Dar Al Marefa School, we accept that from time to time, complaints may arise. The Governing body and staff of Dar Al Marefa School believe that the concerns of parents or third parties should be resolved as swiftly as procedurally possible.

This procedure differentiates between a concern or difficulty that can be resolved informally or a formal complaint that requires further investigation, but the following procedures are flexible enough to be adapted, as appropriate, to individual cases and their circumstances.

### 4. Procedure

#### Stage One: Informal Stages

1. It is hoped that most complaints and concerns will be resolved quickly and informally. If parents have concerns, they should ***first speak to their class or subject teacher***. A matter raised orally may not necessarily be acknowledged by the school in writing. Written notification of a concern will be acknowledged in writing within two working days during term time and as soon as practicable in the holidays. In many cases, the matter will be resolved promptly by this means to the parents' satisfaction. It is expected that in almost all cases this will lead to an agreement or understanding being reached between the parties. The person who has dealt with the complaint will make a written record of all concerns and complaints, and any responses, and the date on which they were received.
2. If unable to reach a resolution post step 1, the parent or teacher may escalate the matter to the next level, such as the Assistant Head, Deputy Head, or a relevant member of the Leadership Team. The designated individual will acknowledge the complaint, consult with the relevant staff member, and, if necessary, arrange a meeting or phone call at the earliest convenient time.

### Stage Two: Formal Complaint to Head of School

If the matter is not resolved within a reasonable timeframe, or if the teacher or concerned staff member and the parent are unable to reach a satisfactory resolution, parents should submit their complaint in writing to the Head of Primary or Head of Secondary. The issue will be thoroughly reviewed or investigated, and a written response will be provided to the parent, clearly outlining how the decision was made, based on the facts presented and any additional investigations.

Written records of all meetings and interviews related to the complaint will be maintained for reference.

### Stage Three: Formal Complaint to the Principal

If the matter is not resolved within a reasonable timeframe, or if the Head of Primary or Head of Secondary and the parent are unable to reach a satisfactory resolution, parents should promptly refer their complaint in writing to the Principal. The Principal will review the written complaint and determine the appropriate course of action. Once the Principal is satisfied that all relevant facts have been thoroughly established, a decision will be made, and parents will be notified of this decision in writing, typically within 5 working days of the complaint being made to the Principal.

### Stage Four: Formal Complaint to the KHDA

If the parent remains unsatisfied with the decision, they have the right to escalate the matter to the KHDA by contacting the Compliance and Resolution Commission at [CRC@khda.gov.ae](mailto:CRC@khda.gov.ae)

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"Enhancing life by nurturing minds."