



The Apple International Community School

Complaints and Appeals Policy

2026-2027

POLICY INFORMATION

Policy Written	July 2026
Policy Updated	August 2026
Policy to be Reviewed	August 2027
Approved By	Principal – Ms Pretty



Sno	Content
1	Purpose and principles
2	Scope
3	Making a complaint
4	Resolution stages
5	Urgent, sensitive and unreasonable conduct
6	External escalation and regulatory context

Index

Purpose and principles

The Apple International Community School (AICS) welcomes feedback and aims to resolve concerns promptly, fairly and as close as possible to where they arise. No student or family will be disadvantaged for raising a concern in good faith.

The school will listen respectfully, remain impartial, investigate proportionately, communicate outcomes clearly, protect confidentiality as far as possible, and use learning from complaints to improve practice.

Scope

This policy applies to complaints from parents/carers, students and other members of the school community about school services, decisions, conduct or provision. A concern is an issue that may be resolved informally; a complaint is a formal expression of dissatisfaction; an appeal is a request to review a formal complaint decision because the process, evidence or outcome is believed to be flawed.

Safeguarding, child protection, bullying, admissions, fees/refunds, staff grievances and external examination enquiries or appeals will follow the relevant specialist policy or awarding-body procedure. The school will explain the correct route and apply this policy only where appropriate.

Making a complaint

Concerns should normally be raised as soon as possible and within 10 working days of the event or of becoming aware of it. Late complaints may be considered where there is a reasonable explanation. Complaints may be submitted through the school contact form, by email to info@applecommunityschool.ae, by telephone, or in writing. A formal complaint should include the student's name and year group, what happened and when, who has already been contacted, relevant evidence, and the resolution sought.

Resolution stages

- 1. Informal concern:** Raise the matter with the class/form teacher or the staff member closest to the issue. The school will aim to acknowledge it within two working days and resolve it within five working days. If the concern involves that person, contact the relevant section head.
- 2. Formal complaint:** If unresolved, write to the appropriate Vice Principal. The complaint will be logged, acknowledged within two working days and investigated by a person who is not directly involved. A written outcome, reasons and any action will normally be provided within 10 working days. If more time is needed, the complainant will receive an explanation and a revised date.

A complaint about the Principal must be addressed directly to the Chair of Governors/LEAMS Education. A complaint about a governor should be addressed to the Chair; a complaint about the Chair should be addressed to LEAMS Education. The school office will forward correspondence without delay.

Appeal — final internal stage

A complainant who remains dissatisfied after Stage 2 may appeal in writing to the Principal within five working days of the Stage 2 outcome. If the Principal decided the original complaint, the appeal must be sent to the Chair of Governors/LEAMS Education. The appeal must state the grounds and the outcome requested; disagreement alone is not sufficient.

An appeal may be based on one or more of the following:

- the published procedure was not followed and this may have affected the outcome;
- relevant evidence was not considered, or significant new evidence is available;
- the decision was unreasonable or the action was disproportionate to the findings.

The reviewer will be impartial and, where practicable, not previously involved. They may review records, meet relevant people and seek further evidence. Receipt will be acknowledged within two working days and the final written decision will normally be issued within 10 working days. The reviewer may uphold, partially uphold or dismiss the complaint and may recommend corrective or improvement action. This completes the school's internal process.

Urgent, sensitive and unreasonable conduct

- Any concern suggesting that a child may be at risk must be referred immediately to the Designated Safeguarding Lead; emergency services or the appropriate authority may be contacted without waiting for the complaints process.
- Anonymous complaints will be considered according to seriousness, credibility and available evidence. Malicious allegations may be addressed under relevant school procedures.
- Everyone must communicate respectfully. Persistent, abusive, threatening or excessively repetitive contact may be managed through a proportionate communication plan, while ensuring that genuine new concerns can still be raised.

Fairness, confidentiality and records

The complainant and any person complained about will have a fair opportunity to explain their position. Students may be supported by a parent/carer or trusted adult. Information will be shared only with those who need it for investigation, safeguarding, legal or regulatory purposes. The school will keep a secure record of the issue, evidence, communications, findings, outcome and actions in line with its data-retention and privacy requirements.

Where a complaint is upheld, the school may apologise, correct an error, reconsider a decision, provide support, change practice or take another proportionate action. Personnel or disciplinary details relating to another person will not normally be disclosed.

External escalation and regulatory context

AICS is regulated by Dubai's Knowledge and Human Development Authority (KHDA). The Parent–School Contract expects schools to maintain effective procedures to address and mitigate parental concerns and complaints.

Complainants should normally complete the school's internal process first. If the matter remains unresolved, or where direct regulatory referral is appropriate, a complaint may be submitted through KHDA's official feedback/complaints channel or by contacting 800 KHDA (800 5432). KHDA determines how it will consider or investigate a matter; referral does not automatically suspend a school decision.

Monitoring and review

The Principal will monitor themes, timeliness and agreed actions and report anonymised trends to the Governing Board. Records will be reviewed to identify improvements and prevent recurrence. This policy will be reviewed

annually, or earlier following regulatory or organisational change.

Reference framework

Prepared with reference to LEAMS Education and the published AICS published contact information; KHDA Parent–School Contract guidance, complaints form and Dubai private-school regulatory framework.