



Oxford English School

مدرسة أكسفورد الإنجليزية ذ م م

Academic Year (2026/27)

Complaints Policy

1. Purpose:

While at Oxford English School ,we aim at running the daily operations effectively, smoothly and efficiently, we do recognise that certain situations may be resolved unsatisfactorily for parents, students and the school. This policy is to regulate procedures, should any parent or student wish to make a formal complaint.

2. Aims:

The aim of this policy is to explain the rights and responsibilities of pupils, parents and members of staff. This policy helps everyone to recognise that responsibilities rest with one another and that there is a procedure to follow if there is any complaint to be made.

3. General Principles:

1. Any complaint raised need to be treated seriously and courteously and given the time necessary for the complainant to feel that the matter has been dealt with properly. It is important that the complainant has confidence in these procedures and knows that the matter will be investigated impartially and dealt with as quickly as possible.
2. Oxford English School recognises the need for any basic information and the complaints procedure to be well-known to all and easily accessible for all.
3. All formal complaints must be recorded, monitored and evaluated by Oxford English School.

Stage 1 – Discussion of Concern with a member of school staff

Complainant to discuss concern with member of school staff



Member of staff to respond to complainant and provide complainant with necessary information within 5 working days



Satisfactory outcome or proceed to Stage 2

Stage 2 – Consideration by the School Principal

complainant to inform School Principal of complaint in writing



School Principal to acknowledge complaint within 3 working days





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School Principal may arrange appointment to discuss complaint with complainant



School Principal to respond to complainant in writing within 10 working days of receipt of the complaint



Satisfactory outcome or proceed to Stage 3

Stage 3 –Consideration by the Managing Director

Complainant to complete Complaints Form to school



School Principal to acknowledge receipt and forward the complaint form to the General Manager within 3 working days



School Principal and Managing Director to discuss the complaint



School Principal will respond to the outcome of the discussion to the complainant in writing within 10 working days of receipt of the complaint. This decision is final.

Please find below the names of Complaints committee members at Oxford English School:

Staff name	Position
Dr. Ayda AlShahri	Chairperson
Ms.Dhanya	Vice-Chairperson
Ms. Maya Ezzo	Member
Ms. Doa	Member
Ms. Asmaa Mousa	Member
Mr. Naser Mohamed	Legal Advisor

If you have any concerns, or complaints, you may follow the stages outlined above to ensure your concern is addressed appropriately.

Alternatively, you may:

- Submit a written complaint form, available at the Reception.
- Send your complaint directly to the School Complaints Committee at:

oescomplaints@oxfordenglishschool1.com

We value your feedback and are committed to listening to your concerns and working together to continuously improve our school.

Thank you for your cooperation and support.

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