



Complaints Policy

Version	Date	Name	Summary of Changes
1	April 2024	M.Aston	
2	6.10.2025	M.S. Bedford	Review and approval
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Aldenham Education Group Vision

Aldenham Education Group is a disruptive, owner-operated education organisation committed to redefining excellence in international schooling. Rooted in the 425-year legacy of Aldenham School in the UK, we blend tradition with innovation to create non-franchise schools that are built on substance, not scale.

Our ethos is driven by the Japanese philosophy of *Kaizen* – a relentless pursuit of continuous improvement. We champion a culture of meritocracy, where talent is recognised, effort is rewarded, and every member of our school communities is empowered to grow and thrive.

We believe in delivering high-quality academics alongside a rich co-curricular programme, strong pastoral care, and a deep commitment to wellbeing. Our schools provide a rounded education where every child is known, valued, and nurtured — developing character, confidence, and the skills to succeed in life.

Aldenham Prep Riyadh Mission

At Aldenham Prep School, we provide a happy, nurturing, and warm environment where quality learning takes place, and the needs of each individual child are fulfilled.

Aldenham Prep Riyadh Aims

Our Key Aims

- ✓ *To encourage a love of learning in order to aspire to academic excellence and a broad education for all pupils*
- ✓ *To foster good relationships and partnership between staff, pupils, parents and the wider community*
- ✓ *To ensure that each individual pupil is nurtured, and encouraged to make the most of their own special talents*
- ✓ *To emphasise the importance of the social, moral and spiritual dimensions of community life in a modern society*
- ✓ *To provide a well-planned, well-organised environment giving children rich and stimulating experiences*

Aldenham Prep Riyadh Complaints Policy

Introduction

At Aldenham Prep School Riyadh, we value open communication and strong partnerships with parents. We are committed to addressing concerns and complaints in a fair, transparent and timely manner. This policy outlines the process for parents to raise concerns and escalate complaints if necessary.

Scope

This policy applies to complaints from parents or legal guardians regarding:

- Their child's education, wellbeing, or experience at school.
- School policies and procedures affecting their child.
- Staff conduct related to their child's learning or welfare.

This policy does **not** cover:

- Admissions appeals (covered under the Admissions Policy).
- Child protection concerns (handled via the Safeguarding Policy).
- Financial disputes (handled via the Accounts Office).

Principles

- **Resolution First Approach** – Concerns should be resolved at the earliest stage possible.
- **Fair and Transparent** – Complaints will be handled objectively, without bias.
- **Timeliness** – We aim to resolve all complaints within a reasonable timeframe.
- **Confidentiality** – All complaints will be handled with discretion.

Complaints Process

Stage I: Informal Resolution

1. **Raise the Concern:** Parents should first raise concerns directly with the relevant teacher or staff member.
2. **Discussion & Resolution:** A meeting or phone call may be arranged to discuss the issue.
3. **Timeline:** Most concerns can be resolved informally within **5 working days**.

If the issue remains unresolved, parents may proceed to the formal stage.

Stage 2: Formal Complaint (Written Submission)

If informal discussions do not resolve the issue, parents should submit a formal complaint in writing to the **Headmaster**. This can be done via email. The complaint should include:

- A clear summary of the issue.
- Steps already taken to resolve it.
- The desired outcome (if applicable).

Process:

1. **Acknowledgment:** The school will acknowledge the complaint within **3 working days**.
2. **Investigation:** The Headmaster (or a senior leader) will review the matter, which may involve speaking with staff, students, and reviewing documentation.
3. **Response:** A formal response will be provided within **10 working days** of acknowledgment.

Stage 3: Appeal to Aldenham Education Group

If the parent is dissatisfied with the response, they may escalate the complaint to the **Managing Partners of Aldenham Education Group** in writing within **5 working days** of receiving the Headmaster's response.

Process:

1. The Managing Partners will acknowledge receipt within **3 working days**.
2. A complaints panel will review the matter.
3. A final decision will be communicated within **15 working days** of receiving the appeal.

Stage 4: External Review

If all internal processes have been exhausted and the parent remains dissatisfied, they may seek guidance from relevant external bodies such as the **Ministry of Education**.

Record-Keeping & Monitoring

- A record of all formal complaints and their outcomes will be maintained for **at least 3 years**.
- Complaints will be periodically reviewed to improve school procedures and communication.