



The following procedure outlines the available process made available to parents wishing to issue a complaint. The British School of Kuwait (BSK) and The Sunshine Kindergarten (TSK) are committed to providing the best possible quality of education and care for all students.

BSK and TSK recommends all parents attempt in the first instance to resolve any concerns not relating to finance or school transportation with the Class Tutor or relevant subject teacher. Similarly, the Bursar's and Transport Offices may be able to assist in the first instance for concerns relevant to their respective areas. Colleagues responding to informal complaints will endeavour to do so within one working day wherever possible.

A reminder that staff emails at BSK and TSK are in the following format:

<Staff_Code>@bsk.edu.kw
or
<Staff_Code>@tsk.edu.kw

To escalate or lodge a formal complaint, please email complaints@bsk.edu.kw for issues relating to The British School of Kuwait or complaints@tsk.edu.kw for issues relating to The Sunshine Kindergarten.

Should your complaint be time sensitive, please contact the reception desk of BSK or TSK on +965 1 830 456 where a member of the team will be happy to assist you further.

All complaints will be responded to within 3 (three) to 7 (seven) working days of when the complaint was received.

Should you feel the response to your complaint remains unresolved you have the option to further escalate your concern by requesting that it be referred to the Senior Management Team (SMT).

TSK and BSK are committed to responding to all complaints in a timely, impartial and sensitive manner. Wherever possible, confidentiality will be upheld.