

DUBAI COLLEGE ANONYMOUS EMAILS POLICY

If a student, parent or member of staff has a concern, they are invited to lodge their concern in person. Whilst we will look to offer confidentiality for some areas of concern, our Complaints Policy states teachers and other members of staff are entitled to know the details of the complaint against them. This can include the name of the person raising the complaint and the specific details of the complaint. They will be given the opportunity to respond prior to any action being taken in response to the concern.

All concerns will be investigated fully and without prejudice, even if the investigation eventually finds no substance to them. This is the only way that matters may be addressed.

In cases where, for whatever reason, anonymity is required for any period of time, please refer to our whistleblowing policy.

Dubai College will not consider or respond to anonymous emails. To facilitate a thorough and impartial investigation of any issue, and to ensure a timely and effective response, we require all correspondence to include verifiable contact information. Anonymous emails may contain malicious and unsubstantiated rumours which cannot be validated. The impact of any rumour could have a significant negative impact on the career and health of staff and students.

Related Policies:

- Complaints Policy
- Grievance Policy
- Whistleblowing Policy

Policy Details	
Version date	6 th May 2025
Last review	6 th May 202
Next review	5 th September 2026
Responsible SLT	Bursar