



# Complaints Procedure

- ✚ At Little Haven Nursery we strive to ensure that you and your child/ren are treated with the utmost respect in a warm safe caring learning environment. However, if you feel that you have a complaint please contact the Nursery Principal (Sandra) and make an appointment to speak to her in confidence. It is not acceptable to discuss your confidential matter concerning your child in a public area, this should be done privately.
- ✚ Your concerns are important to us. A time that is convenient for you will be arranged to discuss your complaint. If the issue is urgent and you feel it cannot wait, every effort to arrange an urgent meeting to discuss our needs and concerns in private will be made. Please understand that this may not be possible at all times.
- ✚ If you are not satisfied with the solution or a solution to your need is not reached during the initial discussion, please put your complaint in writing and it will be investigated following LHN/ADEK policy, protocol, and procedures. A written reply will be sent to you via email and placed in your child's file.
- ✚ If you are still dissatisfied with the result, and a mutual agreement cannot be found or your complaint has not been dealt with satisfactory, contact the Nursery's Regulatory body at:

## **ADEK Nursery Department**

Email: [Nurseries.pvt@adek.gov.ae](mailto:Nurseries.pvt@adek.gov.ae)

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