



3.6 Complaints Policy

PURPOSE(S):

At Little Haven Nursery we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all complaints filed against the Nursery.

DESCRIPTION(S):

Aim of the Complaints Policies and Procedures:

To address all complaints made against the Nursery and its operations, and dealing with them effectively and promptly.

We aim to bring all concerns about the running of the setting to a satisfactory conclusion for all the parties involved and to ensure that the complaints are dealt with fairly and consistently regarding lost items, safeguarding, health and safety and to meet the standards of the service.

The procedures of the complaints depend on how serious it is.

Method of a Formal Complaints:

Following Federal Law No. 24 of 2006 and ADEK any parent has the right to file a complaint but must follow stages listed below.

Stage 1:

Any parents or guardian who is uneasy or concerned about an aspect of our setting, must communicate verbally their worries to the Principal who will follow-up and investigate.

Stage 2:

If Stage 1 does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to Stage 2 of the procedure by putting their concerns or complaints in writing to the Principal. The Principle will investigate and share the outcome with the parents. Following Early Years Foundation Stage (3.74)– Revised 2017, The Nursery will answer the complaint within 5 working days providing enough time to do the investigation and to get back to the parents. The EYFS states to answer back with 28 days.

The Nursery follows General Data Protection Regulation of 2008, LHN records the complaints via online email document to be reviewed with the committee staff only (No teacher or student names except the parent's child).



The teacher/staff concerned will write their account sending via email to principal only.

Stage 3:

In Stage 3 a meeting between Principal and the parent where Both parties agree to a written record of the complaint and investigate. This will be followed up in writing by a summary of the incident and signed by both parties and put in complaint file upload as PDF.

The written record of the complaint will cover summary of the nature of the complaint, details of any actions taken and the outcome of the investigation.

This record signifies that the case is closed, the parents are satisfied and the issue is resolved.

Confidentiality will be maintained by not naming individuals in the form.

Stage 4:

A final meeting between the concerned teacher/staff, the Principal and complaints committee will be held to reach a decision on the action to be taken to deal with the complaint. This meeting is to be recorded, including the decision on the action to be taken.

Stage 5 (final):

If the case reached Stage 5 without or reaching a resolution. The parent is referred to Abu Dhabi Education Knowledge ADEK.

ADEK hotline: 800555

ADEK HQ

36005, Abu Dhabi, U.A.E

Telephone: + 971 26150000

Revised by: LHN Policy Committee

Dr. Sandra Zaher, Nursery Principal

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