

## Purpose of Policy

The goal of this policy is to guarantee that any service-related complaints are handled promptly, efficiently, and courteously, and that remedies are put into place that are acceptable to both the parent or caretaker and the setting.

## Kinds of complain

1. Verbal complaint – parent and concerned staff in daily basis and will **be** recorded in Teacher's Note or Running Record.
2. Written complaint – if the parent is not satisfied with the result and issues or concern happens again (repetitive incident).

## Procedure

In the event of a parent / carer wanting to complain about a member of staff or incident at the Nursery, please follow the below:

1. The complaint must be filed no later than **30 days after the incidence**.
2. Discuss the concern with a staff member or with the Nursery Manager or Deputy Manager, providing as much detail as you can.
3. If it is brought up with a staff member, they will file a complaint with the manager and fill out a form right away.
4. After receiving notice of the complaint, the Manager shall include it in the complaint log. Only the Nursery Manager or Deputy Manager has access to this data.
5. Within 24 hours, the Manager will acknowledge receiving the complaint (unless over a weekend).
6. Following the investigation of the complaint and, if necessary, the creation of an action plan to address the problem.
7. The complaint will be considered and the action plan will be decided upon.
8. The complaint form will contain a record of this procedure.
9. Within 28 days of receipt of the complaint, the manager will reply to each one with an action plan or letter.
10. If a parent or staff feels unable to speak with any staff member, they may also make a written complaint to the manager, who will recognize it within 24 hours and react to it within 28 days of receiving the letter or email.

11. The parent or staff may request a meeting with the Nursery Director to discuss the complaint if it concerns the Manager.

(that the Nursery Director call them to discuss the complaint if it concerns the Manager.)

**Any health and safety concerns will be raised to the School Nurse. If parents and staff are not satisfied with the action, they can follow the above procedure.**

## Overview

1. If a complaint is received, it should be handled promptly and in accordance with the setting's complaints policy, which is described above
2. Any complaint should be handled efficiently and should be considered as an opportunity to assess the setting's practices and raise quality.
3. After receiving a complaint, a staff person should fill out a complaints form and submit it to the manager.
4. The manager's office will keep all completed paperwork.
5. Within 24 hours (unless it is the weekend), the Manager will log the complaint and begin an investigation. At this point, it may be necessary to contact the parent or staff to get more information; all correspondence will be documented with the complaint form or email copies, if the complaint was made via email.
6. All complaints are considered relevant with staff members, the problem is examined, corrective action is decided upon, and a deadline for the action is set. This is noted on the complaint form, reviewed with the parent or caregiver, and also provided in writing within 28 days of the complaint being received.
7. The manager should address the problem and explain why the action hasn't been completed by the agreed-upon date. This information should be documented in writing and sent to the parent or caretaker.
8. A complaint resolved letter will be issued to the parent or authorized guardians within 28 days after the corrective action has been finished and the complaint has been handled.



# Complaints Policy & Procedure

## COMPLAINT REPORT

Name of Person filing complaint: \_\_\_\_\_

Child's Name \_\_\_\_\_ Contact Details: \_\_\_\_\_

Class: \_\_\_\_\_ Teacher: \_\_\_\_\_

Date: \_\_\_\_\_ Time of Report: \_\_\_\_\_

Witnesses: \_\_\_\_\_

Who is involved in your complaint? \_\_\_\_\_

Describe what happened to engage you to file a complaint?

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Where is the place the incident happened?

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Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_\_

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FOR OFFICIAL USE ONLY

Investigating Person: \_\_\_\_\_ Signature: \_\_\_\_\_

Date of Investigation: \_\_\_\_\_

Action Taken: \_\_\_\_\_

Follow up and related information:

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# Complaints Policy & Procedure

Reviewed by: Jaya Mishra

Date: 15.07.2024

Approved by: Anoud Fahad

Date: 18.07.2024