

Nursery Complaints Policy

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Approved by: Bertrand Ferret, Principal

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Purpose

This policy outlines the approach for lodging and resolving complaints regarding any part of the service provided by LFITM. It ensures consistency in how both informal and formal complaints are recognized, documented, and managed in a fair, clear, and timely way. It also establishes clear expectations for all involved parties, including LFITM staff and leadership, families, regulatory bodies, and service partners.

Policy

All LFITM sites must establish and implement a Complaints Policy that clearly outlines procedures for:

1. Complaints made by parents
2. Complaints raised by staff
3. Handling complaints while ensuring confidentiality
4. Proper documentation of complaints

1. Parent Complaints Procedure

LFITM maintains a complaints procedure that is straightforward and easy to follow. Parents are assured of receiving the necessary support throughout the process should they choose to raise a concern or complaint. LFITM's Complaints Policy is available to parents during the enrollment process and included in both the Parent Handbook and the Parent Induction Pack.

1.1 Submitting a Complaint

LFITM communicates that parents are welcome to express concerns or lodge complaints whether informally or formally either verbally (in person or by phone) or in writing (via email, a communication platform, text message, or an optional complaint form if provided by LFITM).

1.2 Appointing a Contact Person

LFITM designates a specific individual to serve as the first point of contact for receiving informal or formal complaints.

1.3 Informal Complaints Procedure

Informal complaints are reported to the LFITM Director. Parents are encouraged to maintain respectful communication both in tone and wording when raising concerns.

1.4 Formal Complaints Procedure

When a parent submits a formal complaint, LFITM follows the formal complaint handling process as outlined in Section 3: Complaints Management Process.

2. Staff Complaints Process

2.1 Informal and Formal Complaints

LFITM ensures that:

- All informal complaints brought to line managers are communicated to the LFITM Director, even if they are resolved within the team.
- Formal staff complaints are submitted using a designated complaints form.
- A formal record of all staff complaints will be maintained in a dedicated staff complaints log.

2.2 Grievances

LFITM implements a clear and accessible procedure for handling staff grievances. This process requires that all grievances be documented in writing via a formal complaint form, a written letter, or email. Staff are informed about this process during induction, and full details will be included in the Staff Guidelines Handbook (see LFITM Staffing Policy Guide).

2.3 Whistleblowing

LFITM defines and maintains a whistleblowing procedure that prioritizes the protection of the whistleblower's identity whenever possible and ensures that individuals are not unjustly dismissed or retaliated against, in line with Federal Decree Law No. (33) of 2021 on Labour Relations.

The policy includes a protocol for instances where a concern involves a member of LFITM's leadership or ownership. This procedure is shared with staff during their induction and documented in the Staff Guidelines Handbook.

3. Complaints Management Process

LFITM adopts and enforces a structured approach to managing formal complaints. This process involves four key stages: acknowledgment, investigation, communication, and review and includes the following essential components:

1. A designated contact person for handling complaints
2. An official complaint form
3. A clear method for documenting all complaints
4. A defined timeline for acknowledging receipt of the complaint
5. A timeline for resolving the complaint
6. A mechanism for escalating unresolved issues

3.1 Handling Specialized Complaints

LFITM specifies in its Complaints Policy that any complaint falling outside the institution's scope for investigation will be referred to the appropriate external agency. If a complaint includes allegations of rights violations (whether involving a child or adult) or suggests possible criminal activity, LFITM will notify the relevant authorities such as law enforcement, child protection services, or health and safety regulators as required. (See LFITM Child Protection and Safeguarding Policy Guide for additional guidance.)

3.2 Protecting Confidentiality

LFITM upholds strict confidentiality for all matters related to complaints. Any information discussed or documented as part of complaint resolution is shared with the LFITM Director and directly involved personnel. This is to ensure the privacy and dignity of all individuals concerned and to prevent any form of unfair or harmful treatment.

4. Complaint Documentation and Recordkeeping

LFITM stores and manages all complaint records in accordance with applicable legislation, including Federal Decree Law No. (33) of 2021 on Labour Relations, Federal Decree Law No. (45) of 2021 on Personal Data Protection, and any other relevant laws. Complaint records are kept separate from individual child or staff files and stored in a designated complaints record file.

Each complaint record includes:

- The name of the person submitting the complaint
- A description and details of the complaint
- The date and time the complaint was made
- How the complaint was received (e.g., phone, email, in person)
- The name of the staff member who received the complaint
- An assessment of any risk posed to a child as a result of the complaint
- Documentation of how the complaint was handled, including:
 1. Any immediate resolutions made at a local level
 2. Notes from meetings held with the complainant
 3. Investigation timelines and communication of the outcome
 4. Details of the investigation process
 5. Final conclusions from the investigation
 6. Any corrective or preventive actions taken
 7. Updates provided to the complainant about progress and outcomes
 8. Whether the resolution was accepted by the complainant
 9. Changes made to a child's care plan in consultation with the family, if applicable
 10. Review of any risk management strategies based on the complaint
 11. Modifications to existing practices or policies resulting from the complaint

Reference

2024 (September) ADEK_EEI_Complaints Policy_v.1.0 Department of Education and Knowledge, Abu Dhabi (ADEK).