

Complaints

Purpose

This policy sets out clear procedures for both making and dealing with complaints in relation to any aspect of Little Haven Nursery's service. It standardises how formal and informal complaints are acknowledged, recorded and dealt with in a fair, transparent and efficient manner and aligns with expectations for all stakeholders.

Definitions

Administration	The staff responsible for carrying out the administrative affairs of the EEI such as the accountant, receptionist, secretary, clerk, nurses and others.
Child	A person under the age of 4 years, as per Federal Decree Law No (51) of 2022 Regulating Nurseries.
Concern	A query related to a matter that is causing some level of worry or unrest.
Complainant	The person who raises a complaint.
Complaint	Any expression of dissatisfaction by an individual.
Early Education Institute (EEI's)	All ADEK licensed institutions that offer early years service (e.g. nurseries)
Formal Complaint	Dissatisfaction expressed by an individual (parent or staff member) verbally or in writing, with the expectation that the matter will be addressed officially, possibly with an outcome that would require official approvals and/or management intervention.
Grievance	An official statement of a complaint over something believed to be wrong or unfair. Workplace grievances are any real or perceived problem staff experience during employment, including the perception of discrimination, harassment, or unfair treatment.
Informal Complaint	Dissatisfaction expressed by an individual (parent or staff member) verbally or in writing, with the expectation of having the matter addressed with a friendly dialogue and quick resolution.
Key Person	A key staff member who is the primary contact for a key group of children and helps them feel safe and cared for.
Key Team	The team of staff in a child's key group, whom they interact with daily and take care of their physical, emotional and educational need. Typically including the EE Educator, EE Assistant and EE Aide
Key Group	Known as a "class" in more formal educational settings, comprises a group of children, an EE Educator and any other members of the key team.
Management	The staff responsible for overseeing the EEI-based staff and daily operations, such as the EE Director, their deputy as well



	as any other member of staff to whom they have delegated specific authorities.
Non-Disclosure Agreement	A legal confidential contract used to protect sensitive information between two parties or more.
Whistleblowing	A term given to a complaint, when a person, often a staff member, feels the need to reveal information about an activity within a private or public organization that is deemed illegal, immoral, illicit, unsafe or fraudulent.

Policy Statement

Little Haven Nursery has developed this policy to clearly define processes for:

1. Parents' complaints
2. Staff complaints
3. Managing complaints and maintaining confidentiality
4. Recording of complaints

1. Parents Complaints Process

Little Haven Nursery ensures that anyone wishing to make a complaint is supported through the process as needed. The complaints procedure is included in the Parent Handbook.

1.1 Communicating the Complaint

Parents are free to approach Little Haven Nursery with their informal, or formal complaints, either verbally and/or in writing.

1.2 Designated Person

Little Haven Nursery appoints the EE Director with whom a formal or informal complaint can be registered.

1.3 Informal Complaint Process

Informal complaints will be brought to the EE Director and parents are expected to be respectful with their spoken/written language, tone and attitude whilst communicating a complaint or concern.

1.4 Formal Complaints Process

For formal complaints Little Haven Nursery will follow a four stage process: Acknowledgement, investigation, communication and review.



2. Staff Complaints process

2.1 Informal or Formal Complaints

All formal complaints received by line managers will be communicated to the EE Director, even if they have been resolved at a team level.

All formal complaints will be registered via a complaints form.

A staff complaints log is maintained in all cases that involve a formal complaint.

2.2 Grievances

All staff complaints will be documented in writing, via a formal complaint form, a written letter or email. The procedure is shared with staff in the staff induction and included in the staff handbook.

2.3 Whistleblowing

Any concerns are to be reported as soon as possible to line managers, or the CPC. If concern relate to a line manager or the CPC staff must go to the EE Director. If the concern relates to the EE Director or Owner, concerns must be reported to the Authorities.

As far as possible confidentiality will be maintained.

Once a concern is raised:

- It will be acknowledged within 5 working days.
- A preliminary assessment made
- A formal investigation may follow, including interviews with relevant parties
- Whistleblowers will be informed of the outcome, unless legally restricted.

Little Haven Nursery is committed to ensuring no one suffers harm as result of whistleblowing. Any retaliation or victimization will be treated as a disciplinary matter.

3. Complaints Management Process

A formal complaint management process consists of the four following stages:

1. Acknowledgement
2. Investigation
3. Communication
4. Review

3.1 Managing Special Complaints

Any complaints that involve an allegation of a breach of a person's rights (child or adult, and/or criminal action or behaviour, the relevant enforcement, child protection or health and safety authorities will be informed. Refer to Child Protection and Safeguarding Policy.

3.2 Maintaining Confidentiality

Little Haven Nursery ensures that all discussions and documentation related to addressing and resolving a complaint, regardless of its source, are kept strictly confidential and limited to the EE Director and those directly involved.

4. Recording Complaints

Little Haven Nursery shall store and dispose of all complaint records in full compliance with Federal Decree Law No. (33) of 2021 Concerning Regulating Labour Relations, Federal Decree Law No. (45) of 2021 Concerning the Protection of Personal Data and any other applicable laws. These shall be separated from children's or staff files and placed in a complaints records file.

Little Haven Nursery complaint records include:

- a) The name of the complainant.
- b) The nature and details of the complaint.
- c) The date and time the complaint was received.
- d) The method by which the complaint was received.
- e) The name of the person who received the complaint.
- f) The level of risk to the child or children arising from the subject of the complaint.
- g) The way they were dealt with including:
 - Any local resolution implemented.
 - Any specific meetings held with the person making the complaint and minutes of any such meetings.
 - Timelines for investigation of the complaint and notification of the outcome to the person making the complaint.
 - Details of the investigation carried out.
 - The outcome of the investigation.
 - Details of any corrective or preventative actions required to resolve the complaint.
 - Information given to the person making the complaint about the progress and the outcome of the complaint and investigation and whether the action taken to resolve the complaint was accepted.
 - Details of any plan implemented for the child's care because of the complaint as agreed with the child's parents.
 - Details of any risk management process review, considering the nature of the complaint.
 - Details of any changes to practice or policy.



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References

- Federal Decree Law No. (31) of 2021 Promulgating the crimes and Penalties and its Amendments
- Federal Decree Law No. (33) of 2021 Concerning Regulating Labour Relations
- Federal Decree Law No. (45) of 2021 Concerning the Protection Personal Date

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