

COMPLAINT POLICY

The Complaint Policy for Ambassador Kindergarten is in compliance with the EYFS Statutory framework. This policy represents the agreed principles for complaints throughout the school. We are committed to deal with concerns and complaints in a healthy and effective manner in line with 3.74 and 3.75 statutory framework of EYFS. It states that all service providers must have a written procedure for dealing with concerns and complaints from parents and/ or care givers. This should include the processes, time frame for resolving the concern, documenting the entire procedure and availability of the records for further reference.

In our setting, we understand that since we handle personal information about individuals, we have a number of legal obligations to protect that information under the Data Protection Act 1998.

Hence, we protect, store and disclose personal data and information in line with the Data Protection Act 1998 and we maintain high level of confidentiality with regard to this.

The Data Protection Act 1998 (DPA) gives parents and carers the right to access information about their child that a provider holds. However, the DPA also sets out specific exemptions under which certain personal information may, under specific circumstances, be withheld from release. For example, a relevant professional will need to give careful consideration as to whether the disclosure of certain information about a child could cause harm either to the child or any other individual. It is therefore essential that all providers/staff in Early Years settings have an understanding of how data protection laws operate. Further guidance can be found on the website of the Information Commissioner's Office at: http://www.ico.gov.uk/for_organisations/data_protection.aspx.

Statement of Intent

We aim to give the best possible service to all our parents. But still, if for certain reasons, they feel they are dissatisfied, they have the right to complain. If they believe that the setting is not meeting the EYFS requirements, parents can make a complaint to KHDA at the below given address:

Knowledge & Human Development Authority
P.O. Box: 500008, Dubai, United Arab Emirates
Tel: +971 4 364 0000 Fax: +971 4 3640001
www.khda.gov.ae

Our intention is to work in partnership with parents and we welcome suggestions that will enable us to improve and upgrade the quality we are delivering. We anticipate that most concerns will be resolved quickly by an informal approach to the relevant member of the staff. If this does not meet the desired result, we have a set of procedures for dealing with concerns. We maintain a record of all the complaints in the Complaint Summary Record book.

We also have the Safeguarding/Child Protection Policy; when concerns or complaints link to Safeguarding, this policy is implemented. We also have system like suggestion box for parents to share views and ideas with the setting. We take Parents' feedbacks on all Parent Teacher Meetings. Moreover, a Parent Survey is done twice a year through which parents can voice their concerns.

Aims of the Policy are:

- ❖ To lodge a complaint if dissatisfied.
- ❖ To encourage parents to give critical feedback.
- ❖ To deal promptly and professionally with complaints always seeking to resolve issues satisfactorily.
- ❖ To ensure that parents feel that their views are welcomed and valued and we will not treat them or their child differently because they have expressed a concern or made a complaint.

The Complaints Protocol

The Complaints Protocol is as follows:

Level 1:

Parents may raise issues and concerns either over telephone or in a meeting in person. If this is done with the teachers for minor issues, the teachers will solve them at their level informally. If the issue is major and cannot be handled by the teacher or if the parent is not satisfied with the steps taken by the teacher, it must be brought to the notice of the coordinator, who has to deal with it further. The coordinator then will figure out the severity of the complaint and to which department it relates to; and then plan for the next steps further. After receiving a complaint, it will be acknowledged in 24 hours within a working week. The coordinator will update the Principal about the concern and discuss the further steps to resolve it. After this is done, the coordinator shall invite the parent to school to discuss the issues and arrive at a solution. Most complaints should be resolved amicably and informally at this stage.

Level 2:

If the coordinator is not able to resolve the issue or if the problem recurs, the complaint can be escalated to the next level by referring it to the Principal. The parent can put the concern or complaint in writing through an email and request a meeting with the Principal. The Principal will respond in writing within 2 days of receipt of written complaint. The written complaints from parent will be stored with the Principal in the child's personal file. An agreed written record of the discussion done and the decision or action taken is maintained. The Principal will review within 21 days. When the investigation for the complaint is done, the Principal will meet the parent to discuss the outcome. After the complaint is resolved, the details of the complaint and the action taken will be entered in the Complaint Summary Record book.

Level 3:

The complaint is referred to the CEO only when the issue is very grave and it has failed to arrive at a resolution in both levels 1 and 2. At this stage, the CEO of the school and the corporate office has to intervene. If the parents and the CEO cannot reach to an agreement, it might be helpful to involve the members of the Governing Board, who can listen to both the parties and give an unbiased opinion. The Parent Governor can look in to the problem, review the actions taken so far and suggest further ways in which it might be resolved. All the discussion will be kept confidential.

Level 4:

A parent has the right to contact the KHDA helpline if they so desire. The school must provide KHDA, on request, with a written record of all complaints made during any specified period, and the action which was taken, as a result of each complaint.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the school and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality. The school will keep a separate, confidential record of the actual complaint, including names of all concerned. It will notify complainants of the outcome within the timescales set out in the EYFS/Childcare register requirements.

After the complaint is processed, the complainant will be informed of the outcome within the informed time frame.

We make sure that the whole staff is aware of the Complaint Policy and they follow the procedures in the correct manner. At Ambassador, we positively use the outcomes of complaints to enable us to make changes and reflect on our practise.

Parents will be informed about relevant policies and procedures as a part of the Orientation program at school. It will also be put on the notice board.

Effective date: April, 2018

Review date: April, 2019

All complaints are recorded in the formats given in Annexure 1 and Annexure 2.

Annexure 1: Record of concerns/complaints

Date:

Name of the person making the concern or complaint:

Name of the person receiving the concern or complaint:

Child's Name: Child's Class:

Details of the Concern or Complaint:

(Attach copy of any written communication)

Annexure 2: Detailed record of concern/complaint and actions taken

Complaints Form

We investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

Date complaint made/received:	
Complaint made by: Name:	
Telephone:	
Complaint made (in person, letter, email, telephone):	
Details of the complaint:	
Does the Concern/Complaint Relate to:	
✓ Statutory Learning and Development Requirement/s?	<input type="checkbox"/>
✓ Statutory Assessment Requirement/s?	<input type="checkbox"/>
✓ Admin Department	<input type="checkbox"/>
✓ Admissions and Fees Department	<input type="checkbox"/>
✓ IT Department	<input type="checkbox"/>
✓ Hygiene and Cleanliness	<input type="checkbox"/>
✓ Infrastructure and Maintenance	<input type="checkbox"/>
✓ Transport Department	<input type="checkbox"/>
✓ Food Department	<input type="checkbox"/>
✓ SEN Department	<input type="checkbox"/>
✓ Any individual person(if so, please give name: _____)	<input type="checkbox"/>
✓ Management	<input type="checkbox"/>
✓ Statutory Safeguarding and Welfare requirement/s? (if so, please indicate which from below)	
• child protection	<input type="checkbox"/>
• suitable people	<input type="checkbox"/>
• staff qualifications, training support and skills	<input type="checkbox"/>
• staff: child ratio	<input type="checkbox"/>
• health	<input type="checkbox"/>
• managing behaviour	<input type="checkbox"/>
• safety and suitability of premises, environment and equipment	<input type="checkbox"/>
• equal opportunities	<input type="checkbox"/>
• information and records	<input type="checkbox"/>

Outcome of the complaint:
Action taken:
Response to the complainant:
Date of response:
Is it necessary to inform KHDA?
Signature of provider:
Date:

This form will be retained for at least three years. We realise the areas where we need to improve through analysing all the forms at the end of every term. Recommendations from concern and complaint investigations are used in improving the quality of the service. Organisation learns a lot from reviewing and addressing concerns and complaints.