



Parental Complaints

PURPOSE

To ensure smooth relationship between Beautiful Horizons ELC and its Parent, we have a Parent Complaint Policy in place that takes parental complaints very seriously and tries to resolve it at the earliest.

DEFINITIONS

Complaint - a statement that something is unsatisfactory or unacceptable

Resolve - settle or find a solution

POLICY STATEMENT

Beautiful Horizons ELC takes very seriously, any complaints or concerns raised by parents. In most cases informal discussions with appropriate staff are sufficient to resolve situations. However formal procedures are invoked where initial attempts to resolve an issue are unsuccessful and the person raising the concern or making the complaint remains dissatisfied and wishes to take the matter further.

Nursery Complaints Procedures aim to:

- Encourage resolution of problems by informal means wherever possible
- Be easily accessible and publicized
- Be simple to understand and use
- Be impartial
- Be non-adversarial
- Allow swift handling with established time-limits for action and keeping people informed of the progress
- Ensure a full and fair investigation by an independent person where necessary;
- Respect peoples' desire for confidentiality
- Address all the points at issue and provide an effective response and appropriate redress, where necessary
- Provide information to the Nursery management team so that services can be improved

Recording Complaints:

A complaint may be made in person, by telephone, or in writing (usually via WhatsApp or email) . Or if preferable the Nursery Complaint Form can be used. At the end of any meeting or phone call the



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member of staff ensures that the Nursery and the parent have the same understanding of what was discussed and agreed. Brief notes are made and added to the record of the complaint.

Investigating Complaints:

At each stage the person investigating the complaint ensures that they:

- Establish WHAT has happened so far and WHO has been involved
- Clarify the nature of the complaint and the nature of any unresolved issues
- Meet with the parent or contact them where there is uncertainty or further information is required
- Establish what the parent feels would put things right
- Interview those involved in the matter allowing them to be accompanied if requested
- Conduct the interview with an open mind and persist in questioning if necessary
- Keep clear notes of any interviews

Resolving Complaints:

At each stage in these procedures the nursery wants to resolve the complaint and where appropriate will offer one or more of the following:

- An apology
- An explanation
- An admission that the situation could have been handled differently or better
- An assurance that the event complained about will not recur
- An explanation of the steps taken to ensure it will not happen again
- An undertaking to review Nursery policies considering the complaint

Parents are encouraged to state what actions they feel might resolve the problem at any stage.

However, an admission that the Nursery could have handled the situation better is not the same as an admission of negligence.

In addition, areas of agreement between the parties are identified and any misunderstandings that might have occurred are clarified as this can create a positive atmosphere in which to discuss any outstanding issues.

Time Limits:

Complaints are considered and resolved as quickly and efficiently as possible. Realistic time limits are set for action within each stage, but where further investigation is necessary, new time limits are set and parents are informed of the new deadline and an explanation for the delay.

IMPLEMENTATION DOCUMENTS

Please refer to the following documents to ensure the effective implementation of the policy:

- Nursery Complaint form



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