



Creative Kids Early Learning Centre

Complaints Policy and Procedure

Creative Kids Early Learning Centre (CKELC), is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending. This document sets out the main areas in which all staff that are employed by Creative Kids Early Learning Centre are subject to in order that better working practices can be implemented effectively

Complaints Procedure

We understand and feel that you do not have to make a formal complaint if you are unhappy with any aspect of CKELC and believe that the people who can best deal with any problems you have are the CKELC team. Let them know that something is wrong, and they will try to sort it out straight away wherever possible. If your difficulty concerns a member of staff, please approach them personally. They will be more than happy to try and resolve the problem with you. If you feel unable to approach a member of staff, please make an appointment with the Centre Manager.

We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting.

It is understood and agreed that clauses 3.7 and 3.8 (Information to the parents and carers and Complaints procedure respectively), of the Statutory Framework of the EYFS, are adhered to categorically.

We hope that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome, CKELC would follow the following procedure:

Stage 1

- Any parent/carer who has a concern about any aspect of the setting is encouraged to discuss this with the Manager.
- Most complaints should be resolved informally at this stage.
- The complaint and outcome will be recorded.

Stage 2

- If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 2 and put the complaint in writing to the Manager.
- All complaints will be recorded in the Complaints Log, through the **Concerns and Complaint Form** (referred to as **the C&C Form**) which is a requirement of the EYFS. (Concerns and Complaint Form – Annexure 1)
- When completing the record, it should be borne in mind that the C&C Form must be shared with any parent who asks to see it as well as with KHDA. It is important to maintain appropriate

confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

- The Manager will investigate the complaint and record a detailed account of how the complaint is resolved.
- The setting will formally acknowledge the complaint within 5 working days.
- When the complaint has been investigated, the Manager will notify the complainant of the outcome within 28 days of having received the complaint.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Manager and an independent professional.
- The complaint will be discussed and a written record of the discussion and agreed decision or action made.
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the Complaints Log.
- The signed record signifies that the procedure has concluded.

Stage 4

- Should the matter remain unresolved, the parent has a right to contact the Regulatory and the licensing authority-namely the KHDA. It can be contacted at the following address:

KHDA, Knowledge and Human Development Authority

Block 8, Academic City,
P. O Box 500008,
Dubai, U.A.E.

Tel:	+971-4-3640000
Fax:	+971-4-3640001
Email:	info@khda.gov.ae

Or through the e-feedback

system:<http://www.khda.gov.ae/efeedback/FeedBackRequest.aspx?lang=En>

On their website: www.khda.gov.ae

Parents may approach KHDA directly at any stage of this Complaints Procedure.

In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve KHDA, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk the setting will follow the procedure of the Local Safeguarding and Child protection agencies and regulatory body. In these cases, the Manager will work with KHDA and/or the Local Safeguarding and Child protection agencies and regulatory body to ensure investigation of the complaint, followed by appropriate action.

All complaints against CKELC, and or the children and/or the adults working in our setting will be recorded in detail in the Complaints Log through the **C&C Form**, which will be made available to parents and KHDA Inspectors.

(CKELC, however has a Confidentiality policy which is followed when sharing complaints information with parents).

Guide to complete the complaints record

Note: KHDA or any other regulatory authority is liable to check this concerns and complaints record anytime as requires.

When completing the record, it should be borne in mind it must be shared with any parent who asks to see it as well as with KHDA. It is important to maintain appropriate confidentiality when filling in the record. This means that the person making the complaint should not be named and so should any persons (adults and children) that relate to the complaint.

A. Complaint Source

The person who made the complaint should be recorded and mentioned on this form. .

- a). When people complain to KHDA, CKELC will notified of such an action through their relevant department.
- b). Where KHDA carry out an investigation into CKELC's continued suitability to provide childcare following a complaint, the outcome of the investigation would be made known to CKELC

B. Nature of the complaint

The record is intended for complaints relating to the local issue or standards. It must be recorded clearly and all details associated with the complaint, taking care not to name individuals. For example, use 'child A', 'staff member B'.

C. How it was dealt with

The Complaint addressing/ handling should be provided. Information on investigation of the complaint should be recorded:

- the process undertaken to ensure that the complaint was fully investigated, such as interviews, reviews of records
- who was involved in the investigation without identifying any individuals named in the complaint including staff or any child
- any referrals made to an external agency, for example local authority environmental health departments or social services.

D. Actions and outcomes

Details about the outcome of the investigation should be mentioned. Record of:

- any action(s) identified by CKELC
- any actions set or taken by KHDA
- any action taken by another external agency, where CKELC has their permission to do so
- the outcome of the investigation, identifying any areas where it is felt that improvement to the provision can be made
- if any staff member is dismissed following the investigation and if so, under what circumstances. If a member of staff has been dismissed for misconduct, because they placed a child at risk of significant harm, experienced individuals would need to be referred to with regards to an advice on inclusion of the Local Child Protection and Safeguarding Act of the UAE. KHDA can also be contacted for the same.

An account of the findings of the investigation and the action must be shared, with the concerned parents at the setting. This must be done within 28 days from the date the complaint was made. A separate letter should be sent to the parent who made the complaint giving more detail.

The Manager is responsible for managing complaints.

This policy has been adopted by CK

Policy reviewed Sept 2018

Annexure 1: Concerns & Complaints Record Form



Creative Kids Early Learning Centre **Concerns & Complaints Record Form**

Date of complaint			
A: Source of complaint			
Parent (in writing, including email)	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	KHDA (include complaint number if known)	<input type="checkbox"/>
		Other (please state)	<input type="checkbox"/>
B: Nature of complaint (please tick all standards that the complaint relates to)			
GENERAL WELFARE REQUIREMENTS:		LEARNING & DEVELOPMENT REQUIREMENTS:	
<ul style="list-style-type: none"> • Safeguarding & promoting children's welfare and Health • Suitable People • Suitable premises, environment & equipment • Organisation • Documentation • Staff qualifications, training support and skills • Staff Child ratio • Managing Behaviour • Equal Opportunities 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	<ul style="list-style-type: none"> • Early Learning Goals • The Education Programme • The Assessment Arrangements 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please give details of the complaint:			

C: How it was dealt with	
Internal investigation	<input type="checkbox"/>
Investigation by KHDA	<input type="checkbox"/>
Investigation by other agencies (please state)	<input type="checkbox"/>

<p>Please give details of any internal investigation or attach any outcome letter from KHDA:</p>
--

D: Actions and outcomes	
Internal actions	<input type="checkbox"/>
Actions agreed with KHDA	<input type="checkbox"/>
Changes to conditions of registration	<input type="checkbox"/>
Other action taken by KHDA	<input type="checkbox"/>
No action	<input type="checkbox"/>
Actions imposed or agreed with other agencies	<input type="checkbox"/>

<p>Please give details:</p>

<p>Has a copy of this record been shared with parents? Yes or No</p>

<p>Name of recorder: [REDACTED]</p>	<p>Outcome notified to parent: Yes/No (within 28 days)</p> <p>Date:</p>
<p>Position:</p> <p>Name:</p> <p>Signature:</p>	<p>Date Completed:</p>