



COMPLAINT POLICY



1. MAKING A COMPLAINT

At *Great Minds ECC*, we are committed to maintaining the highest standards of care and education. We also value strong partnerships with parents and carers. However, we recognise that from time to time, concerns may arise that require attention.

We believe that all children and parents are entitled to expect **courtesy, respect,** and **prompt attention** to their needs. We welcome feedback and suggestions to improve our services and take all concerns seriously.

2. INFORMAL COMPLAINTS

We encourage parents and carers to first discuss any concerns directly with the center manager. In most cases, we hope concerns can be resolved quickly and informally.

3. FORMAL COMPLAINTS PROCEDURE

If your concern is not resolved informally:

- **Submit a Formal Complaint:**
 - Send an email thoroughly to the nursery office or management team.
- **Acknowledgement:**
 - The complaint will be acknowledged by the manager/owner within **24 hours**.
- **Investigation:**
 - A thorough investigation will be carried out. A meeting will be arranged with the parent/carer to discuss the outcome.
- **If the Complaint Remains Unresolved:**



- A further meeting may be held with all nursery managers and a witness of the parent/carer's choice.
- A written record of the meeting will be taken and signed by all present.
- **KHDA:**
 - If no resolution is achieved, KHDA may be invited to assist.
 - Following KHDA intervention a final meeting will be held, and an agreed action plan will be documented and signed. All parties will receive a copy.

4. COMPLAINTS INVOLVING STAFF OR INCIDENTS

If a parent/carer wishes to raise a concern involving a member of staff or an incident:

- Speak to a staff member or manager with as much detail as possible.
- If discussed with a staff member, they will inform the manager/owner immediately and complete a Complaint Form.
- The manager/owner will acknowledge the complaint within 24 hours.
- An investigation will be conducted and an action plan developed, if necessary.
- All complaints will be recorded and securely filed.
- If a parent/carer prefers, they may write directly to the manager/owner with the concern.

5. DUTIES AS AN EMPLOYER AND EMPLOYEE

As an employer, we have a duty of care to our staff. We are committed to:

- Providing support to any employee facing an allegation.
- Assigning a named contact if the staff member is suspended.
- Ensuring that any allegation is handled quickly, fairly, and in accordance with safeguarding guidelines, ensuring the safety of the child and support for the staff member.

6. PROCEDURE FOR ALLEGATIONS AGAINST A MEMBER OF STAFF OR VOLUNTEER

In the event of an allegation of abuse against a staff member or volunteer, the following steps must be taken:

- Notify Management Immediately.
- Informing the Accused:



- The individual should be informed of the allegation as soon as possible
 - Information will be shared only when appropriate and safe to do so.
- **Consideration of Suspension:**
 - Suspension will **not** be automatic.
 - Alternative measures will be considered before any decision to suspend is made.
- **Strategy Discussion:**
 - If there is reason to suspect significant harm to a child, a multi-agency strategy discussion will be convened, as per **UAE law in Child Protection and Safeguarding**
- **Internal Actions:**
 - The manager will agree on internal next steps, which may include:
 - No further action
 - Formal disciplinary action
 - Termination of employment or service
- **Further Investigation:**
 - If more information is needed, KHDA will determine who will lead the investigation and how it should be conducted.

CONFIDENTIALITY

Throughout any complaint or allegation process, all information will be kept confidential and handled in accordance with data protection legislation. Only relevant parties will be informed.

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