



## **Complaint Resolution Policy and Procedure**

**Objective:** Learning Ladder Nursery aims to provide the highest levels of service to our children and parents while maintaining favorable working relations amongst staff by providing platforms for complaints or negative feedback to improve our service and ensure compliance of all staff and parents to ensure the best service and safety of the children.

**Policy:** Learning Ladder has a robust complaint resolution channel through which complaints or allegations are resolved swiftly.

### **Procedure:**

To uphold the policy:

- All parties must be aware of the following methods available for submission of any complaints:
  - Parents/Visitors/Caretakers:
    - Verbal communication to the manager
    - Comments book
    - Feedback form
    - Letter
    - E-mail
  - Staff:
    - Verbal communication to direct management or senior management
    - Letter
    - E-mail
  - Children:
    - Verbal communication to staff member, parent or caretaker
- The following environment should be created for complaint submission by all staff members:
  - All feedback should be seen as an opportunity to improve the service of Learning Ladder Nursery
  - All parties should feel free to share their views or feedback on any matter in an appropriate manner and in accordance with the steps supplied for feedback submission
  - All feedback should be dealt with respectfully without causing any disruptions or provoke harmful or unlawful actions from either party

- All complaints should go through the correct channels. If the issue cannot be resolved by the direct management or staff member involved, the issue must be reported to senior management or the supervisory staff member
- Management must at all times be aware of serious complaints or issues that may harm the image of the nursery, disrupt day to day practices or lead to dissatisfaction amongst parents and prospective clients
- All complaints submitted in writing via email, letter or complaint forms should immediately receive a letter or email of acknowledgement and feedback on the actions taken accordingly to resolve or prevent any further dissatisfaction or repetitive occurrence of the complaint reported
- All issues linked to a complaint must be resolved as soon as possible
- All parties involved must be informed of the outcome by the direct manager or communications manager
- If for any reason a complaint was received and was not covered by any policy or procedure to prevent malpractice by a staff member or party involved, the issue must be analyzed by management and added to the direct policy and procedure document for future use
- All minor complaints or negative feedback from all parties may be discussed on a weekly basis during staff meetings in an appropriate manner to brainstorm for solutions to improve the services linked to the complaint reported and to prevent any further matters that cause reoccurrences of complaints or issues from time to time