



Complaint Policy for Parents 2024-2025

Bedford Kindergarten

Objective: To provide parents with a clear, transparent, and effective process for raising concerns or complaints. Bedford Kindergarten is committed to maintaining open communication with parents to ensure that every issue is addressed constructively and respectfully, ensuring a positive experience for both students and their families.

Policy Statement:

At Bedford Kindergarten, we understand that parents may have questions or concerns regarding their child's experience at school. We encourage parents to share their feedback and assure them that any complaint will be handled promptly, fairly, and in confidence. Our goal is to work together with parents to ensure a nurturing and supportive learning environment for all children.

Guidelines for Complaints:

1. Open Communication:

- Parents are encouraged to address concerns as soon as they arise. Clear and open communication helps in resolving issues efficiently before they escalate.

2. Who to Contact:

- **Classroom Teacher:** For issues related to classroom activities, learning, or behaviour, parents should first approach the child's teacher. Teachers are often able to resolve most concerns quickly and effectively.
- **School Principal:** If the matter cannot be resolved with the teacher or is of a more serious nature, parents may contact the school principal.
- **School Office:** For administrative matters (e.g., fees, school policies), parents can contact the school office for assistance.

OUR VISION –

Nurture the Tiny Minds; Cherish the Future.

Our vision is to create a nurturing environment where young minds are cherished, cultivated, and prepared for a promising future. We believe in the potential of every child and are committed to providing the support and opportunities they need to thrive.

3. Procedure for Raising Complaints:

- **Step 1: Informal Discussion:**
 - Parents are encouraged to approach the classroom teacher directly, either in person (before or after school hours) or by making an appointment, to discuss the concern informally.
- **Step 2: Written Complaint:**
 - If the concern is not resolved through informal discussion, parents may submit a written complaint to the school principal. The written complaint should include details of the concern, dates, and any steps already taken to resolve the issue.
- **Step 3: Meeting with Principal:**
 - The principal will acknowledge receipt of the complaint within 2 working days and schedule a meeting with the parent to further discuss the issue. The goal of the meeting is to understand the concern fully and determine the appropriate course of action.
- **Step 4: Resolution:**
 - After reviewing the complaint, the principal will take appropriate steps to resolve the matter and will communicate the outcome to the parents within 5 working days of the meeting.

4. Confidentiality:

- All complaints will be treated confidentially. Only those directly involved in addressing the complaint will have access to the information shared by parents.

5. Follow-Up:

- The school will follow up on any actions taken to ensure that the resolution has been effective. If the parents are not satisfied with the resolution, further meetings may be scheduled to find an appropriate solution.

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6. Record Keeping:

- All formal complaints will be documented, including details of the complaint, actions taken, and the final resolution. These records will be stored securely to ensure confidentiality.

General Guidelines for Parents:

- **Respectful Communication:** Parents are requested to communicate respectfully and constructively when raising concerns, focusing on finding solutions rather than attributing blame.
- **Prompt Action:** Addressing issues promptly helps to prevent them from escalating. We appreciate parents sharing their concerns as soon as they arise.

Support for Parents:

- **Guidance:** If parents need support in understanding the complaint process, they can contact the school office for guidance.
- **Open-Door Policy:** Bedford Kindergarten maintains an open-door policy, encouraging parents to reach out whenever they have questions or concerns. We believe that open communication is key to a positive school experience.

Conclusion:

The complaint policy at Bedford Kindergarten is designed to ensure that parents feel heard, respected, and supported. By providing a clear and structured approach for raising concerns, we aim to maintain a positive partnership between the school and parents, fostering an environment where every child can thrive. We value parental involvement and are committed to working together to resolve any issues that may arise effectively and respectfully.

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Complaint Committee Members

	Name of the staff	Position	Signature
1.	Fathima Lafir	Principal	
2.	Nada Ashraf	Arabic/Islamic/QH Teacher	
3.	Najwa Ibrahim	Secretary/ MOE Coordinator	
4.	xxxxxxxxxxxxx	Teachers	

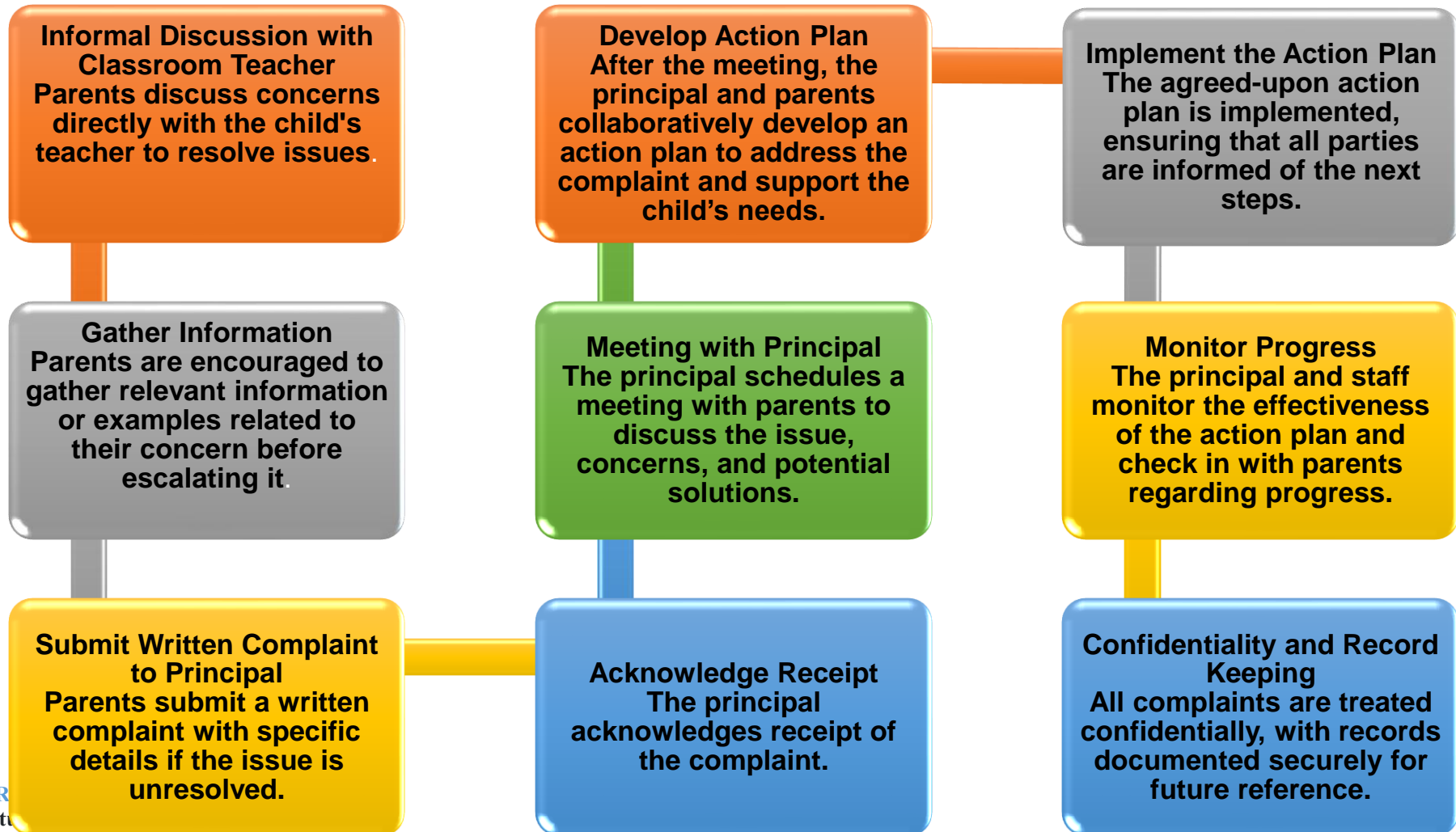
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Complaint Policy Process -2024-2025

Bedford Kindergarten



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