PLAYHOUSE NURSERY- KHALIDIYA BRANCH

Parents AND Staff Complaint Process

1. **Informal Discussion**
   If possible, speak with your child's teacher or the Nursery Manager to resolve the issue informally.
2. **Submit a Complaint Form**
   If unresolved, please complete the complaint form and submit it to the Nursery Office or email it to: playhousenursery.khalidiyah@gmail.com.
3. **Review & Response**
   The Nursery Manager will review your complaint and respond within **5 working days**.
4. **Further Escalation**
   If you are not satisfied with the response, you may request a formal meeting with the school director.

Confidentiality

All complaints are treated with sensitivity and confidentiality in line with our school policy.