

## **Rocks Lane Montessori Complaints Policy**

Rocks Lane Montessori believes that the children and parents of children in our care are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns about the running of the nursery. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with issues that require escalation.

### **Procedures**

Our setting is required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to OFSTED inspectors on request.

#### *Making a complaint*

##### Stage 1

- Any parent who has a concern about an aspect of our setting's provision talks over his/her concerns with our manager first of all.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the child's file.

##### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints; the form may be completed our manager and signed by the parent.
- Our setting stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, our manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, our manager meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record, which is made available to OFSTED on request.

##### Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with our manager and the owner. The parent may have a friend or partner present if they prefer and.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

#### Stage 4

- If at the stage three meeting the parent cannot reach agreement with us, we invite an external mediator to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

#### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and our manager and owner is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

#### *The role of the Office for Standards in Education, Children's Services and Skills (OFSTED) and the Local Safeguarding Children Board*

- Parents may approach OFSTED directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve OFSTED as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

Here are the relevant contact details for OFSTED, which are posted also on our noticeboard:

Complaints, Investigation and Enforcement Officer  
The National Business Unit,  
OFSTED,  
Piccadilly Gate  
Store Street,  
Manchester M1 2WD

E-mail: [sw.rc@ofsted.gov.uk](mailto:sw.rc@ofsted.gov.uk)

OFSTED Complaints Helpline – 0300 123 1231

- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.

#### Records

- A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.

- The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for parents and OFSTED inspectors to view on request.

The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at [our/my] setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [ico.org.uk](http://ico.org.uk)

**The Designated Person is: Miss Rajka Krivokapic. In her absence, her Designated Deputy is available for staff to discuss their concerns.**

**Date: October 2018**

**Our Complaints Policy will be reviewed annually.**

**Rocks Lane Montessori**  
**Complaints Form**

The following form will be used to register all complaints within the nursery.

**Client Complaint Form**

Parent's name:

Child's name (if appropriate):

Date:

Nature of complaint and date of occurrence:

Corrective action taken and date:

I consider this matter to be resolved and my complaint addressed.

Signed

Date