



## **Complaints Procedure Policy**

### **Statement of intent**

The Oak Montessori believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve the nursery and will give prompt and serious attention to any concerns about the running of it. 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 concerns.

This policy constitutes The Oak Montessori's formal Complaints Procedure. It will be displayed on the premises at all times. Under normal circumstances, the Supervisor will be responsible for managing complaints. If a complaint is made against the Supervisor, the Chair will conduct the investigation on behalf of the Committee. All complaints made to staff will be recorded in detail in the Incident Record Book.

### **Aim**

We aim to bring all concerns about the running of The Oak Montessori to a satisfactory conclusion for all of the parties involved.

### **Methods**

To achieve this, we operate the following complaints procedure. All Ofsted-registered providers are required to keep a summary log of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to inspectors.

### **Making a complaint**

#### **Stage 1**

1. Any parent who has a concern about an aspect of The Oak Montessori's provision, e.g. an activity, or about the conduct of an individual member of staff, must first of all talk about his/her worries and anxieties with the Nursery Manager.
2. Most complaints should be resolved amicably and informally at this stage.

#### **Stage 2**

1. If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Business Manager. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.



2. The setting will acknowledge receipt of the complaint as soon as possible - within 3 working days at the least, and fully investigate the matter within 15 working days. If there is any delay, The Oak Montessori will advise the parent/carers of this and offer an explanation.
3. Management will be responsible for sending them a full and formal response to the complaint within 28 days.
4. For parents who are not comfortable with making written complaints, details of the complaint will be recorded with the Nursery Manager/Business Manager and signed by the parent.
5. The Oak Montessori stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, The Oak Montessori may wish to store all information relating to the investigation in a separate file designated for this complaint.
6. When the investigation into the complaint is complete, Management meets with the parent to discuss the outcome.
7. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

### **Stage 3**

1. If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting the Management Team. The parent may have a friend or partner present if required and the Nursery Manager should have the support of or another suitable person from the Management Committee.
2. 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.
3. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

### **Stage 4**

1. If at the Stage 3 meeting the parent and The Oak Montessori cannot reach an agreement, an external mediator is invited 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 to define the problem, review the action so far and suggest further ways in which it might be resolved.
2. The mediator keeps all discussion confidential. She/he can hold separate meetings with The Oak Montessori personnel (Management) 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**

1. When the mediator has concluded her/his investigations, a final meeting between the parent, the Nursery and Management 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.
2. 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 Ofsted and Merton Safeguarding Children Board:**

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there appears to be a breach of the The Oak Montessori's registration requirements, it is essential to involve Ofsted as the regulatory body.
- Contact details for Ofsted can be found on their website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)
- If a child appears to be at risk, The Oak Montessori follows the procedures of the Merton Safeguarding Children Board.
- In these cases, both the parent and The Oak Montessori are informed (unless the procedures above indicate otherwise) and the The Oak Montessori Manager works with Ofsted and/or the County Council's Children and Families Assessment Team to ensure a proper investigation of the complaint, followed by appropriate action.

### **Records**

A record of complaints against The Oak Montessori and/or the children and/or the adults working in The Oak Montessori is kept, including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in the Complaints Summary Log, which is available for parents and inspectors on request.

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Policy Written in June 2019  
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Policies and Procedures  
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