

At Storybook Montessori we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents about how we can improve our services, and will give prompt and serious attention to any concerns that parents have. All concerns will be dealt with professionally and sensitively to ensure that issues arising from the concerns are handled effectively. Staff promote an ongoing co-operative partnership with parents in order to continually improve the quality of the nursery school.

We try to resolve all complaints informally and at the earliest stage. However, we have a formal procedure for dealing with complaints where we are not able to resolve a concern.

Where any concern or complaint relates to Child Protection, we will follow our Child Protection and Safeguarding policy.

### **Internal complaints procedure**

#### **Stage 1**

If any parent has cause for concern, or any queries regarding the care or early learning provided by the nursery school, they should, in the first instance, take it up with the child's key person or a senior member of staff/room leader.

#### **Stage 2**

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, they should present their concerns in writing as a formal complaint to the nursery manager. The manager will then investigate the complaint alongside the senior administrator and report back to the parent within 7 working days. The manager will document the complaint fully and record the actions taken in the complaints log book. (Most complaints are usually resolved informally at stage 1 or 2.)

#### **Stage 3**

If the matter is still not resolved, the nursery school will hold a formal meeting between the manager, parent and a senior member of staff to ensure that it is dealt with comprehensively. We will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to ensure they agree with the content. Each party will receive a copy of the completed report. This will signify the conclusion of the procedure. The complainant will be informed, in writing, of the outcome of any formal complaint within 28 days of the complaint being received.

#### **Stage 4**

If the matter cannot be resolved to their satisfaction, parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information about how to contact Ofsted. Ofsted is the regulatory body for nurseries in England, they cannot get involved in contractual matters but will use information from complaints to ensure that nurseries continue to meet the requirements of the Early Years Foundation Stage.

A record of complaints (the complaint log) is kept in the nursery school. The record includes the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response. Ofsted posts information on their website about all complaints that they receive and what, if any action resulted from the complaint.

Ofsted inspectors have access to this record at any time during visits to ensure actions have been met appropriately.

#### **Contact details for Ofsted:**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

By post:

Ofsted Piccadilly Gate Store Street Manchester M1 2WD

**Parents will be informed as soon as the nursery school is informed by Ofsted that they are going to be inspected. After the inspection report is published we will provide a copy of the report to parents and/or carers of children attending on a regular basis.**