

# The Robin Montessori

## COMPLAINTS POLICY

We believe that The Robin Montessori provides good care and education for all our children, and that all staff work very hard to build positive relationships with all parents.

We welcome suggestions on how to improve our nursery and will give prompt and serious attention to any concerns raised about the running and practices 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 concerns.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the nursery, we encourage that person to talk to the child's Key Worker immediately. We deal with all complaints in accordance with a set of procedures. If the nursery cannot resolve any complaint itself, those concerned can ask the Nursery Manager to intervene.

We will bring all concerns about the running of our nursery to a satisfactory conclusion, therefore an account; will be given to the parents, of the findings of any investigation carried out and any action taken, within 28 days of the date the complaint being received.

All complaints received from parents with a child attending the setting must be put in writing, and then these will be investigated.

To achieve this, we operate the following procedure:

### How to raise a concern

#### Stage 1

Any parent who wishes to raise a concern about an aspect of the nursery's provision should talk with a member of staff or the nursery manager. A verbal acknowledgement will be made as soon as possible. The nursery will acknowledge the concern in writing and this should be received by the parent within a week. The nursery may ask that a parent puts the concern in writing and this should be received by the nursery within a week.

#### Stage 2

If this does not have a satisfactory outcome, or if the concern recurs, the parent moves to Stage 2 of the procedure by putting the concern in writing to the nursery manager. This should be placed in an envelope and marked 'Confidential' and handed into the office.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

#### Stage 3

The parent requests a meeting with the nursery manager. Both the parent and the manager should have an appropriate\* person present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy. This signed record signifies that the procedure has concluded.

\*For the manager another senior manager, for a parent their partner or another who doesn't have a child attending the nursery.

#### **Stage 4**

If at the Stage 3 meeting the parent and nursery cannot reach 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.

Staff or volunteers within the Early Years and Childcare Service are appropriate persons to be invited to act as mediators. The mediator keeps all discussion confidential. S/he can hold separate meetings with the nursery personnel (nursery manager) 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, the nursery manager and the head of the nursery is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the concern. 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 and the action to be taken, is made. Everyone presents at the meeting sign the record and receives a copy. This signed record signifies that the procedure has concluded.

#### **Records**

A record of concerns raised about our nursery and/or the children and/or the adults working in our nursery is kept, including the date, the circumstances of the concern and how the concern was managed.

#### **Nature of complaint**

It is clearly of paramount importance that the nursery should run smoothly and that parents and staff work together in a spirit of cooperation in the child's best interests.

#### **In situations concerning alleged abuse the Safeguarding Children Procedures take precedence over the following complaints procedure.**

Complaints from Employees: If an employee feels s/he has cause for a complaint toward another member of staff, or voluntary helper or parent then the complaint should be referred to the Nursery Manager.

Complaints from Parents or Voluntary Helpers: If a parent or voluntary helper feels s/he has a cause for a complaint towards another member of staff, or voluntary helper or parent then the complaint should be referred to the Nursery Manager.

All complaints will be recorded and dated in the COMPLAINTS FILE. If appropriate an ACCIDENT or INCIDENT REPORT will also be completed. After a complaint has been resolved the final outcome will be written in the COMPLAINTS FILE. Any recommendation for changes in procedure will be made and noted against the Complaints Policy.

It is clearly understood that parents have the right to phone Ofsted if they feel they have not received a satisfactory response to their complaint. Contact details are as follows

Ofsted

Aviation House

125 Kingsway

London

WC2B 6SE

Tel: 03001231231

Phone:0300 1231231

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

Web: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)