



Complaints Policy

Introduction

At Living Spring Montessori, we believe that all parents and their children can expect to be listened to, with particular care and attention given to their individual needs. We strive to provide a high quality provision and we hope that parents are happy at all times with the service we provide.

We record all compliments which we then share with our staff members.

Parents and Guardians of children have the right to express their views and raise concerns regarding any area of our work and interaction with their children. We welcome suggestions on how to improve our setting, particularly in regards to any concerns about the care or education we provide. Any issues will be dealt with promptly, in a confidential and courteous manner.

We aim to bring all concerns raised to a satisfactory conclusion for everyone involved.

We anticipate that most complaints or concerns can be resolved quickly and informally by talking to the appropriate member of staff, for example, the child's key person or the Manager. However, if the informal approach is unsatisfactory, we have clear set of procedures in place in order to deal appropriately with concerns in a more formal manner. Where any of concern or complaint relates to child protection, we will follow our Safeguarding Policy (See Safeguarding Policy) or if appropriate, our Whistleblowing Policy (See Whistleblowing Policy). Copies of our Complaints Policy, our Safeguarding Policy and our Whistleblowing Policy are available in the Office, in the Staff Room and on the website.

Methods

- We keep a "summary log" of all complaints and their conclusions, which is made available to parents as well as to Ofsted inspectors.
- We will respond to a complaint within 28 days of receiving it.

Our complaints policy includes the following stages:

Stage 1: Informal Resolution

- Any parent who has a concern about any area of our work or interaction with their child is encouraged to discuss the issue with their child's key person.
- You may arrange a meeting with your child's key person at a time which is convenient for both of you. Bearing in mind that feedback time is a brief overview of the day, we request that you make an appointment to raise specific concerns so that they may be addressed in a private manner and given the time and consideration they deserve.
- Your child's key person will take notes of your conversation and agree with you on the best way forward.

- We work extremely hard to build positive relationships with all of the families using our provision and we aim to resolve any issues amicably and informally.

Stage 2:

- In the event that a meeting with the child's key person does not resolve the issue to the parent's satisfaction, or if the issue reoccurs, the parent is invited to arrange to have a meeting with the Manager of Living Spring Montessori, Folashade Biobaku-Odusanya or in her absence the Deputy Manager, Charlotte Graham, and the child's key person.
- Together, our Manager/Deputy and the child's key person will work to resolve any issues amicably and come up with an agreed plan of action. A written record will be taken of the meeting, which will later be typed up and then signed by everyone present at the meeting. A record of this meeting will be kept in the office, and it will be kept confidential except on a "need to know" basis.

Stage 3: Formal Complaint

- If the issue is still not resolved in a satisfactory way, the parent is invited to put their complaint in writing to Living Spring Montessori Nursery so that it may be investigated in a more formal manner.
- Any written complaint should be addressed in writing to:

**Private & Confidential,
Folashade Biobaku-Odusanya,
Living Spring Montessori Nursery,
St Michaels Church Annex,
St Michael's Road,
Cricklewood,
London.
NW2 6XG**

- Living Spring Montessori Nursery will investigate all written complaints from any parent whose child attends our setting. Once we have completed our investigation, we will meet with the parent to give an account of the findings of our investigation and the action taken. This will take place within 28 days of having received the complaint. If parents are still not satisfied, they should request a mediation hearing under Stage 4 of this procedure.

Stage 4

- Parents may request in writing to having a mediation hearing with a party independent from the management of Living Spring Montessori Nursery.
- Mr. Abraham from HRUK is an appropriate person to be invited to act as a mediator.
- The complaint will be acknowledged and a hearing will be scheduled to take place within 15 working days of receiving the written complaint from the parent.
- The parent will be invited to the mediation hearing by letter and will be given at least 7 working days notice of the scheduled date and time.
- At the mediation hearing, the following may happen:
 - the complaint may be dismissed in whole or in part
 - the complaint may be upheld in whole or in part
 - a decision may be made together on what is the appropriate action to resolve the complaint
 - changes may be recommended to Living Spring Montessori systems or procedures to ensure that problems of a similar nature do not occur again

If possible, the Complaints Panel will resolve the complaint immediately without the need for further investigation and the parents will be contacted within 10 working days to be notified of the decision and the reasons for it, and recommendations will be given. The decision at this point is final.

- Once the complaint is resolved, its summative points are logged in our complaints book.
- Parents may approach Ofsted at any point during this procedure if there appears to be a breach of the Welfare Requirements. OFSTED can be contacted in the following ways:

By phone: 0300 123 1231

Website: www.ofsted.gov.uk

By post: Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

- If during the investigation, a child appears to be at risk of abuse or neglect, we will follow the procedures of our Safeguarding Partners in Brent, and the matter will be thoroughly investigated and appropriate action will be taken by the Designated Safeguarding Co-Ordinator (DSCO) who will work with the Brent Local Authority Designated Officer (LADO).
- If a parent is concerned about the welfare of a child they should call the Brent Safeguarding Team on 0208 937 4300 or follow the link for reporting a concern on www.brentlscb.org.uk or by emailing Family.Frontdoor@brent.gcsx.gov.uk

All parents and staff members also have access to our whistle blowing policy, which is available on our website and in our main entryway.

The contact details regarding safeguarding concerns which fall under the Whistleblowing Policy:

Ofsted whistle blower hotline – 0300 123 3155 (Mon-Fri 8am – 6pm)

WBHL
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Records

- A formal written record of complaints will be kept for a period of 5 years.
- The following information is included: by whom the complaint was made, the nature of the complaint, what action was taken and the manner in which it was resolved.
- Parents can be assured that any complaint will be dealt with promptly, treated seriously and kept confidential or on a need to know basis unless there is a legal obligation, such as safeguarding, to share this information.
- Our complaints policy is made available to new parents on our website and in our main corridor.
- The details for contacting Ofsted are posted on our school's notice board.

Legal Framework:

Policy Dated: September 2019

This policy is reviewed and updated regularly in line with changes and updates to legislation.

The Children's Act (2006)

Working together to safeguard children. A guide to interagency working to safeguard and promote the welfare of children (2018)

Keeping children safe in education: statutory guidance for schools and colleges (2018)

Early Years Inspection Handbook (2019)

Statutory Framework for the early years foundation stage (2017)

Links to the Statutory Framework for the Early Years Foundation Stage 2017

Section 3 – The safeguarding and welfare requirements:

- Child Protection
- Suitable People
- Staff qualifications, training, support and skills
- Key person
- Risk assessment
- Information and Records
- Complaints