



## 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.

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 the care and education we provide. All 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 concerns or complaints 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 to deal appropriately with concerns in a more formal manner. Where any 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 on our website and the main office.

### **Methods**

- We keep a "summary log" of all complaints and their conclusions.
- We will respond to all written complaints within 28 days of receiving it.
- The summary of the conclusion and outcome will be shared with the person who raised the complaint.
- Our complaints log is available to parents as well as to Ofsted inspectors.

Our complaints policy includes the following stages:

### **Stage 1: Informal Resolution**

- 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.
- Any parent who has a concern about any aspect of our work or interaction with their child, including concerns about their child's progress should discuss with their child's key person in the first instance.
- 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.

### **Stage 2:**

- In the event that a meeting with the child's key person does not resolve the issue to the parent's satisfaction, the parent should arrange a meeting with the Manager of Living Spring Montessori, Folashade Biobaku-Odusanya or in her absence the Deputy Manager, Junette Salonga.
- The Manager 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 be shared with everyone present at the meeting. A record of the meeting will be kept in the office, and kept confidential and on a "need to know" basis and made available to Ofsted.

### **Stage 3: Formal Complaint**

- All written complaints should be addressed to the Manager of Living Spring Montessori Nursery, Ms Folashade Biobaku-Odusanya by email to: [info@livingspringmontessori.com](mailto:info@livingspringmontessori.com) or by post to:

**Living Spring Montessori Nursery,  
St Michael's Church Annex,  
St Michael's Road,  
Cricklewood,  
London.  
NW2 6XG**

- Living Spring Montessori Nursery will investigate all written complaints. Once an investigation is completed, the outcome of the investigation and findings as well as the outcome of the investigation will be shared with the person who made the complaint. This will take place no later than within 28 days of receiving the complaint.
- All details relating to the complaint and the outcome will be logged in our complaints record.

### **Stage 4**

- If during an investigation, a child appears to be at risk of abuse or neglect, we will follow the Child Protection procedures with our Safeguarding Partners in Brent, and the matter will be thoroughly investigated and appropriate action will be taken by the Designated Safeguarding Lead (Folashade Biobaku-Odusanya).
- All allegations relating to a member of staff will be referred to Brent Local Authority Designated Officer (LADO) 0208 937 4300.
- If a parent is concerned about the welfare of a child, they should contact the Brent Safeguarding Team on 0208 937 4300 or The Emergency Duty Team (Out of Hours) on 0208 863 5250.
- You may also follow the link for reporting a concern on [www.brent.gov.uk/children-young-people-and-families/keeping-children-safe#Reportchildabuse](http://www.brent.gov.uk/children-young-people-and-families/keeping-children-safe#Reportchildabuse) to complete a referral form or by emailing [Family.Frontdoor@brent.gov.uk](mailto:Family.Frontdoor@brent.gov.uk). More information is available on [www.brentsafeguardingpartnerships.uk/children](http://www.brentsafeguardingpartnerships.uk/children)
- Parents may approach Ofsted at any stage of this process if there appears to be a breach of the Safeguarding or Welfare Requirements.
- OFSTED can be contacted in the following ways:

**By phone:** 0300 123 4666

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

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

**By post:** Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, 26-32 Store Street, Manchester M1 2WD

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

Safeguarding concerns which fall under the Whistleblowing Policy can also be addressed to: WBHL, Ofsted, Piccadilly Gate, 26 -32 Store Street, Manchester, M1 2WD

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

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

### **Records**

- 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 shared on a need-to-know basis where there is a legal obligation, such as safeguarding, to share this information with other agencies and regulators.
- Our complaints policy is made available on our website and in our main corridor.
- The details for contacting Ofsted and the Brent Children’s Social Services and Local Authority Designated Officer are posted on our school’s notice board.

### **Legal Framework:**

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 (2022)

Early Years Inspection Handbook (2022)

Inspecting Safeguarding in Early Years Settings (2022)

Statutory Framework for the Early Years Foundation Stage (2021)

### **Links to the Statutory Framework for the Early Years Foundation Stage 2021**

#### **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