

LITTLE SPONGES MONTESSORI

COMPLAINTS

Policy Statement

LITTLE SPONGES MONTESSORI encourages parents to share their concerns regarding the running of the nursery and suggestions for improvement as early as possible to avoid a subsequent complaint. Parents should be aware of the complaints procedure and urged to use it in order to try and minimise concerns escalating before they are resolved.

The Aims of this Policy are:

- to set out the procedures to be used for making a complaint to the HEAD OF LITTLE SPONGES, either verbally or in writing
- to establish the procedures to be followed when dealing with a complaint
- to set out the procedures to be used when a complaint has been made directly to Ofsted about the provision.

Complaints procedure

- All concerns and complaints will be dealt with courteously and promptly.
- Confidentiality of those concerned in the complaint (adults and children) will be maintained, with only those who 'need to know' being aware of their identity.
- If no agreement can be made then the parent should put the complaint in writing to the HEAD OF LITTLE SPONGES who will then record the complaint and investigate it, keeping the parent informed. At all times the provider will seek to resolve the concern and agree a course of action with the parent.
- Written complaints will be investigated and the outcome reported back to the complainant within 28 days.
- Verbal complaints will also be considered and resolved promptly to reach a satisfactory outcome for both the complainant and the provision.

The final stage in the COMPLAINT procedure is that the parent may wish to complain to OFSTED, whose address is given below:

*OFSTED, OFSTED NATIONAL BUILDINGS UNIT, Royal Exchange Buildings, St. Ann's Square,
Manchester M2 7LA*

Any complaint received from Ofsted will be dealt with accordingly within the time-frame set by Ofsted and written records will be kept of all investigations and outcomes. Where appropriate LITTLE SPONGES MONTESSORI will agree the appropriate course of action with Ofsted.

Written records of complaints must include the date of the complaint, how it was made, the details of the complaint itself, who the complainant was, the EYFS (Early Years Foundation Stage) requirement to which it relates, how the complaint was dealt with and by whom, actions proposed or taken, whether the record has been shared with the complainant and when, and they must be signed and dated by the staff member who completed the record.