

COMPLAINTS PROCEDURE

CHILDREN'S HOUSE MONTESSORI NURSERY

(Issued December 2004)

(Revised January 2017)

(Rewritten as policy for Children's House Montessori Nursery)

Communication between parents, key workers and managers is always encouraged and issues are usually swiftly resolved. Should a parent have a complaint, they can expect it to be treated by the nursery in accordance with this procedure.

Stage 1 – Informal Resolution:

a. Experience has shown that most complaints and concerns will be resolved quickly and informally through contact with the appropriate person in the nursery and dealt with immediately or within one working day.

The first point of contact is the child's Key Person. If the matter is not resolved within one working day, it is then referred to the manager.

b. Should the matter not be resolved very quickly, within 5 working days, or in the event that the manager and the parent fail to reach a satisfactory resolution, the parents will be advised to proceed with their complaint in writing in accordance with stage 2 of this procedure.

Anyone involved in the resolution of a complaint, should make a written record of the issue(s), the date on which it was received and the result of the informal handling. It will be filed in the student file.

Stage 2 – Formal Resolution:

a. If parents decide to make a formal complaint in writing to the Executive Manager available in the adjacent building, he/she will decide, after considering the complaint, the appropriate course of action to take.

b. The Executive Manager will meet the parents concerned within seven days of receiving the complaint. If possible, a resolution will be reached at this stage.

c. It may be necessary for the Executive Manager to carry out further investigations. Details of any inspections, investigations, minutes of meetings and interviews together with all correspondence to do with the complaint will be held in confidence.

d. Once the Executive Manager is satisfied that, so far as is practicable, all of the relevant facts have been established, an immediate decision will be made and parents will be informed of this decision in writing. The reasons for the decision will also be explained. This should take no longer than 10 working days from the time of receiving the complaint.

Details of the findings and decision are recorded in the Complaints Log, together with any action taken by the nursery as an outcome of the complaint (regardless of whether it is upheld, and

e. If parents are still not satisfied with the decision, they should proceed to Stage 3 of this procedure.

Stage 3 – Panel Hearing:

a. If parents seek to invoke Stage 3 (following a failure to reach an earlier resolution) they will be referred to The Chief Executive of the Greenfields Educational Trust whose office, Trust Management, is located in the Administration Building at Greenfields School. The Chief Executive is appointed by the Trust Management to call Hearings of the Complaints Panel.

b. The matter will then be referred to the Complaints Panel for consideration. The Panel will consist of at least three persons not directly involved in the matters detailed in the complaint, one of whom shall be independent of the management and running of the nursery. Each of the Panel members shall be appointed by Trustee Management. The Chief Executive on behalf of the panel, will then acknowledge the complaint and schedule a Hearing to take place as soon as practicable and within 10 working days.

c. If the Panel deem it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the Hearing. Copies of such particulars shall be supplied to all parties not later than 3 working days prior to the Hearing.

d. The parents may be accompanied to the Hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.

e. If possible, the Panel will resolve the parents' complaint immediately without the need for further investigation, but should further investigation be required, the Panel will decide how it should be conducted.

f. After due consideration of all facts, the Panel will reach a decision within 7 working days of the Hearing. The Panel will then write/email the parents informing them of their findings and recommendations, and the reasons for their decision. The decision of the Panel will be final. The Panel's findings and recommendations will also be sent, where relevant, to the person complained of and be available for inspection on the nursery premises by the Proprietor.

Complaints will be resolved within 28 days and a record of the complaint and the outcome is made in the Complaints Book and kept for three years.

Should any parent wish to, they may contact:

Independent Schools Inspectorate (ISI)
CAP House
9 – 12 Long Lane
London EC1A 9HA
Tel: 0207600 0100

Or:

Office for Standards in Education (Ofsted)
Piccadilly Gate
Store Street
Manchester MK1 2WD
Tel: 0300 123 1231

Complaints Logs are regularly reviewed by the Executive Manager, the Trust and the Chairman of the Board of Trustees. They are also available for ISI and Ofsted to see.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except in so far as is required of the nursery by Ofsted, or except where the Secretary of State or a body conducting an inspection under Section 109 of the 2008 Act request access to them or where any other legal obligation prevails.

Written by Veronica Tupholme
Trust Management for Academics and Standards
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