

COMPLAINTS AND COMPLIMENTS POLICY

At Grantham Farm Montessori School, we believe that parents are entitled to expect courtesy and prompt careful attention to their individual needs and wishes. We value close relationships with all families at the school and as far as is practicably possible make time to listen to parents and carers on a daily 'open door policy' basis. We aim to ensure that parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned. We record all compliments and share these with staff.

We actively encourage and welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that issues arising from them are handled effectively, and to ensure the welfare of the children. We aim to provide a personal service to parents and to enable an ongoing, cooperative partnership to continually improve the quality of the school provision. Members of staff and the head teacher are available in person at the beginning and the end of every day.

However, in circumstances where we are not able to resolve a concern informally, we have a formal complaints procedure. Where any concern or complaint relates to child protection, we follow our Child Protection Policy. If the school is concerned about any aspect of a child's development, we will speak to the parent/carer concerned at the earliest opportunity.

We encourage parents and carers to share any concerns, however trivial they may seem. Difficulties or misunderstandings are often resolved through discussion and explanation. Nothing in this document is intended to inhibit the informal free flow of information between parents/carers and staff members. Above all, the needs and welfare of each child are always our main priority.

Complaints procedure

1. All concerns and complaints will be dealt with courteously and promptly.
2. The 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.
3. If a parent should have cause for concern or queries regarding the care or education provided by the school, they should:
 - talk to the child's key worker, or member of staff directly involved, if the parent/carer feels comfortable to do so.
 - talk to the head teacher, who is available at the beginning and end of every day. At other times, parents may communicate by telephone during school hours to make an appointment. An answer phone message may be left at other times or the Head Teacher, Emma Wetherley, may be contacted on her mobile telephone (07784 428254) or by Email: emmawetherley@msn.com

Most complaints are usually resolved informally at this stage

4. However, if the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concern in writing as a formal complaint to the head teacher, briefly setting out the nature of the complaint and why it is believed that action taken hitherto has not resolved the concern. The head teacher will then investigate the complaint and report back to the parent in writing within 28 days. The head teacher will document the complaint fully along with actions taken in relation to it and this will be kept in the complaints file.
5. If the matter is still not resolved, a formal panel meeting will be formed consisting of: the head teacher, a senior staff member with no prior involvement in the matter, the parent/carer and Jane O'Halloran, Head Teacher at The Cedars School in Aldermaston, to ensure that the complaint is dealt with comprehensively. The school will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

6. If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the school. The record will include the name of the complainant, the nature of the complaint, the date and time the complaint was received, action(s) taken, result of any investigations and any information given to the complainant including a dated response. Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

During the academic year 2017 – 2018 there were no formal complaints made under the formal complaints procedure.

Contact for Ofsted: Email: enquiries@ofsted.gov.uk Tel: 0300 123 1231

By post:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the school becomes aware that they are going to be inspected and after inspection the school will provide a copy of the report to parents and/or carers of children attending on a regular basis.

August 2017

Review date: August 2020

Adopted by: Emma Wetherley, Head Teacher