

Policy on Complaints

It is clearly of paramount importance that Cherry Trees Montessori Nursery should run smoothly and that all parents and staff work together in a spirit of cooperation in the children's best interests. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately and the following procedure will be followed:

- If a parent feels that he/she has cause for complaint they should speak to the Lead Practitioner of the room or the Nursery SMT
- Where a complaint is made to the staff, the Lead Practitioner/ Nursery SMT should be informed immediately.
- The Lead Practitioner or Nursery SMT will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the problem.
- Registered providers must investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint as stated in the EYFS.
- Complaints will be recorded and dated on a complaints form and/or any written letters kept in a file which will be kept at the setting. The governing body will monitor the overall complaints procedure to ensure all matters are handled correctly.
- After a complaint has been resolved the final outcome will be recorded and dated. Any recommendations for changes in procedure will be made and noted against the complaints policy.
- It is clearly understood that parents have the right to phone Ofsted if after talking to the Nursery SMT they feel they have not received a satisfactory response to their complaint. The contact details are shown on parent notice boards in all rooms or below.
Tel: 0845 6404040
- The Nursery SMT will deal with complaints made by any member of staff following staff guidelines as per the staff handbook.
- There should be two staff present when discussing any controversial issues with parents. All meetings should be documented and either the Lead Practitioner or a member of the Nursery SMT should be present. Should any parents or carers have a complaint about the Nursery SMT, they should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The director in question will do all s/he can to resolve the issue through a dialogue with the nursery, but if parents or carers are unhappy with the outcome, they can make a formal complaint, as outlined below.
- Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint, and how the nursery has handled it so far. The parent should send this written complaint to the managing director.
- The governing body must consider all written complaints within three weeks of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The nursery gives the complainant at least three days' notice of the meeting.

- After hearing all the evidence, the directors will consider their decision and inform the parent about it in writing. The director do all they can at this stage to resolve the complaint to the parent's satisfaction.
- This policy aims to support a satisfactory conclusion for all those concerned should a complaint be made.
- It is our ethos to work in partnership with parents, families and staff, always ensuring the child's welfare and individual needs are met.

This policy was reviewed on 23/09/2009

This policy will be reviewed annually.

Review date: Autumn Term 2010