

# COMPLAINTS POLICY

## INTRODUCTION

Daisies Montessori Nursery School believes that parents and children are entitled to expect courtesy and careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we will have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved. To achieve this, we operate the following complaints procedure.

## MAKING A COMPLAINT

### Stage 1

- Any parent, who has a concern about an aspect of the provision, should talk over his/her worries with the setting manager. Most complaints should be resolved amicably and informally at this stage.

### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 by putting the concerns or complaint in writing to Daisies Montessori Nursery School.
- For parents who are not comfortable with making a written complaint they can complete the form on the Pre-School Learning Alliance website ([www.pre-school.org.uk](http://www.pre-school.org.uk)). The form must then be signed by the person in charge and the parent. We will store all written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting manager may wish to store all information relating to the investigation in a separate folder.
- When the investigation into the complaint is completed, the manager of Daisies Montessori Nursery School will meet with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the complaints procedure folder.

### Stage 3

- If the parent is not satisfied with the outcome of the investigation, or he/she requests a meeting with the owner. The parent should have a friend or partner present if required and the owner should have another member of staff present.
- An agreed written record of the discussion should be made as well as any decisions or actions to take as a result of this meeting. These notes must be signed and dated by both the parent and owner. Both parent and owner must then have a copy.

### Stage 4

- If at the Stage 3 meeting the parent and setting cannot reach an agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help define the problem, review the action so far and suggest further ways in which this may be resolved.
- Staff or volunteers within the Pre-School Learning Alliance are appropriate persons to be invited to act as mediators.

- The mediator keeps all discussions confidential. He/she can hold separate meetings with the setting personnel (setting owner) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and any advice that is given.

## **Stage 5**

- When the mediator has concluded his/her written investigations, a final meeting between the parent and owner is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the actions taken, is made. Everyone present at the meeting signs the record and receives a copy. This signed record signifies that the procedure has concluded.

## **MAKING A COMPLAINT TO OFSTED**

Parents may approach Ofsted directly at any stage of this Complaints Procedure.

The telephone number for Ofsted is: 0300 123 1231

The help lines are open from 8.00am to 6.45pm, Monday to Friday

### **By post:**

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

## **MAKING A COMPLAINT ABOUT DATA PROCESSING IN RELATION TO GDPR**

You have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress
- prevent processing for the purpose of direct marketing
- object to decisions being taken by automated means
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed; and
- claim compensation for damages caused by a breach of the Data Protection regulations

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>