



Complaints Policy and Procedure

Regular communication and dialogue between parents and staff members are an essential part of our daily childcare routine. Staff members are always happy to receive suggestions or ideas that could help the continuous improvements of the school and its facilities. For this purpose, parents are encouraged to contribute their suggestions and ideas in our Comments and Compliments' book, which is situated at the entrance to the school.

We believe that a parent/carer using our service has a right to expect that the assured level of quality will apply at all times and that s/he has a right of redress if something goes wrong or the assured quality is not maintained. A 'complaint' is defined by Ofsted as 'an expression of dissatisfaction or concern about a person acting as a childminder or providing day care and/or the service they provide'. Therefore, should a complaint be lodged, the following procedure will be followed:

1. MINOR INFORMAL COMPLAINTS (where there is no risk or impact to the child and staff are not at fault)
 - 1.1 Every complaint is taken seriously, no matter how seemingly trivial it may be.
 - 1.2 The person making the complaint will be listened to respectfully and the complaint will be reported to Emma Cuttill and/or Debbie Goldberg without delay.
 - 1.3 The complaint will be resolved informally and amicably through communication between parent/carer and staff.

2. INFORMAL COMPLAINTS (where the risk or impact of the child is not high or where staff behaviour is at fault, but does not constitute a possible gross misconduct)
 - 1.1 Immediate action will be taken if there is risk of harm.
 - 1.2 Concerns will be recorded using Stone Bay Montessori and Beach School's 'Form for Recording Complaints' (see Appendix A)
 - 1.3 An investigation will be undertaken and the action and outcome will be decided through consultation with parents/carers and staff members.
 - 1.4 The action and outcome will be recorded using Stone Bay Montessori and Beach School's Form for 'Recording Complaints' and placed in the Complaints Book.
 - 1.5 There will be ongoing communication with the complainant and other parents if appropriate.

3. FORMAL WRITTEN COMPLAINTS RELATING TO THE NATIONAL STANDARDS

- 1.1 Should a complaint be made in writing or in electronic form, a detailed investigation will take place immediately.
- 1.2 Concerns will be recorded using Stone Bay Montessori and Beach School's 'Complaints Book'.
- 1.3 The complainant will be provided with an account of the findings and or any action taken as a result within 28days. A copy will be given to the complainant and sent to Ofsted.
- 1.4 All parents/carers will be notified of any action taken within 28 days if appropriate.
- 1.5 An anonymous written record of the complaint, action and outcome will be made using the Ofsted form 'Provider Complaints Record'. (see Appendix B)
- 1.6 This anonymous written record will be kept for 10 years and will be shared with any parent who asks to see it as well as with Ofsted during this period.

WHERE PARENTS ARE EITHER DISSATISFIED WITH THE WAY IN WHICH A COMPLAINT WAS HANDLED OR WHERE THE PARENTS FEEL THE COMPLAINT IS SERIOUS OR SUGGESTS A BREACH OF THE NATIONAL STANDARDS, THE PARENT MAY REFER THE MATTER TO OFSTED: TELEPHONE NUMBER: 0300 123 1231