

# **WHARFEDALE MONTESSORI SCHOOL**

## Complaints and Compliments

Version 1.0

Reviewed by Immy Hardy – June 2022

Approved by SLT –

Review Cycle – Annual

Next review – September.2023

## Document History

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Revision	Amended by	Revision Date	Description
Reviewed	Immy Hardy Julie Butterfield	July 2019	Changes made in line with NDNA matrix of changes.
Reviewed and reformatted	Immy Hardy Julie Butterfield	June 2022	Changes made in line with NDNA matrix of changes.

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## Introduction

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At **Wharfedale Montessori School** we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We share all compliments with staff.

We 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 any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the setting.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

## Internal complaints procedure

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### Stage 1

If any parent should have cause for concern or any queries regarding the care or learning provided by the school, they should in the first instance take it up with the child's key person or a senior member of staff.

### Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Principal. The Principal will then investigate the complaint and report back to the parent **between five and 28 working days**. The Principal will document the complaint fully and the actions taken.

(Most complaints are usually resolved informally at stage 1 or 2.)

### Stage 3

If the matter is still not resolved, the school will hold a formal meeting between the Principal, parent and a senior staff member to ensure that it 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.

#### **Stage 4**

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.

A record of complaints will be kept in the setting. The record will include the name of the complainant, the nature of the complaint, date and time complaint 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; 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.

Contact details for Ofsted:

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 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.