

## Complaints & Grievance Policy

The management and staff of the Chagford Montessori Nursery School aim to listen to and act on the views and concerns of parents. We therefore welcome comments and suggestions from parents. Positive comments help us to build on our successes, but we can also learn from comments which are critical. We provide a feedback questionnaire once a year to gather parent views which we use for the purposes of self evaluation. Staff are readily available to talk to parents/carers. We undertake to look into all comments or complaints as quickly as possible and to provide a satisfactory response.

Anyone who feels dissatisfied with any aspect of the nursery school should, if possible, raise the matter in the first instance with the person in charge. It may be that the Manager can then take immediate action to respond. Any staff member receiving a complaint about themselves or a colleague will inform the manager as soon as possible. If anyone who is dissatisfied with any aspect of the nursery feels that when they raised the matter informally it was not dealt with to their satisfaction or is not comfortable with the idea of dealing with the matter on an informal basis, should put their concern to the Partners of the nursery.

The Manager who is handling the complaint will meet with the complainant and will either set down the details in writing or provide the complainant with a form for them to do so. The written record of a complaint must be signed by the complainant, who will be provided with a copy, together with a written acknowledgement that the complaint is being processed, outlining the timescale for responding. The complainant will be informed of their right at any stage to pursue the matter with Ofsted and will be given details of how Ofsted can be contacted

The person handling the complaint will then investigate the matter, interviewing any appropriate staff. If it is necessary to interview other parents or anyone else, the complainant's permission will be sought. Complaints will be dealt with confidentially and only those who have a need to know will be informed about the complaint or the investigation. The investigation will be completed within 20 days unless there are exceptional circumstances, which will be explained to the complainant. As soon as possible the Manager investigating the complaint will report back to the complainant, explaining what they have found and providing them with a written copy of their report.

The Manager investigating a complaint will initiate any action which needs to be taken in response to their findings, will inform the complainant in writing about any action that needs to be taken, and will apologise or arrange for an apology, if that is appropriate. If the complainant is satisfied, they will be asked to sign a copy of the report of the investigation and the action taken.

If a complainant is not satisfied with the investigation or the action taken, they will be informed of their right to pursue the matter with Ofsted and be provided with contact details.

All records of complaints will be kept and made available to Ofsted when requested. All records of the complaint will be kept for two years from the date of the complaint first being recorded.

Under no circumstances will the complainant or their child be discriminated against as a result of their complaint.

***All the undertakings above are subject to the paramount commitment of the nursery school, which is to the safety and well-being of the child. Please see also our policy on Safeguarding Children. All records are kept in accordance with the DPA 1998***