

# Beechoak Farm Montessori Pre-school



## Administration

### 5.3 Making a Complaint

#### Policy statement

*We strive to deliver a first class service to all families at Beechoak Farm, giving individual attention to their needs. We welcome suggestions on how to improve our setting and will deal with any concerns promptly. We anticipate that most concerns will be dealt with quickly when brought to the attention of the setting manager. If this isn't possible we have a set of procedures to be followed.*

#### Procedures

- We keep a record of all complaints that reach stage two or beyond. This record is made available to parents as well as Ofsted inspectors.
- The record will detail the circumstances of the complaint, the date and time it was made and how the complaint was managed.

#### Parents

1. If a parent is unhappy about any aspect of their child's care or how they feel they have been treated, this should be discussed with the child's key person. The key person will listen to the parent and acknowledge what they are unhappy about. The key person will offer an explanation/ solution and an apology if appropriate. The issue and how it was resolved is recorded in the child's file. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure 1.1 Safeguarding Children will be followed.
2. If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, they will be directed to the setting manager. Some parents will want to make a written complaint; others will prefer to make it verbally; in which case the setting manager writes down the main issues of the complaint using the Complaint Investigation Record and keeps it in the child's file.
3. The setting manager will investigate the complaint and provide time to feedback to the parent within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
4. If the parent is still not satisfied, or if the complaint is about the setting manager, then they are entitled to appeal the outcome verbally or in writing to the setting manager's line manager who will pass the matter on to owners for further investigation, who will respond to the parent within a further 14 days.

5. If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint. The setting manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows:

*Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231*

### **Agencies**

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The setting manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
- If agreement is not reached, the complainant may write to the owner's, who acknowledges the complaint within 5 days and reports back within 14 days.

### **Ofsted complaints record**

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
- The record of complaints is a summative record only.

A record of complaints will be kept for at least 3 years.

- In all cases where a complaint is upheld a review will be undertaken by the owners to look for ways to improve practice where it is required.

This policy was adopted by staff at Beechoak Farm Montessori preschool.

Held on 2<sup>nd</sup> December 2024

Date to be reviewed December 2025

Signed on behalf of Beechoak Farm Montessori by

Charlotte Muggleton  
Proprietor

&

Hayley Majeika  
Manager