

COMPLAINTS PROCEDURE

MALTON MONTESSORI SCHOOL believes that children and parents are entitled to expect courtesy and prompt, 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 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.

Making a complaint

Stage 1

Any parent who has a concern about an aspect of the setting's provision should first of all talk over their concerns with their child's key worker.

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 should put the concerns or complaint in writing to the Director Mrs. A Rutter.

Written complaints from parents are filed in the child's personal file. However, if the complaint involves a detailed investigation, the Director may wish to store all information relating to the investigation in a separate file designated for this complaint.

When the investigation into the complaint is completed, the Director or a Senior member of staff meets with the parent to discuss the outcome.

Stage 3

If a complaint remains unresolved an inquiry panel will be activated including the Head Teacher and any appropriate advisory member from both within and outside the school. A lay person or persons will be co-opted, the parents will be given full opportunity to voice their concerns and a written transcript of the proceedings will be given to parents alongside any written outcomes.

If the matter cannot be resolved to their satisfaction then parents have the right to raise the matter with OFSTED

OFSTED Helpline: **0300 123 1231**