



**Clapham &  
Clapham Park  
Montessori**

## **Complaints Policy and Procedure**

At Clapham & Clapham Park Montessori we strive to provide the highest quality of care and education for our children and families and believe that all parents should be treated with care, courtesy and respect.

We hope that parents are happy and satisfied with the quality and service provided at all times and we encourage parents to voice their appreciation to the staff concerned and/or to management. We record all compliments and share these with staff.

We welcome any suggestions from parents about 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 co-operative partnership with parents and to improve continually the quality of the nursery.

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 Children and Child Protection Policy and Procedures.

### **Internal complaints procedure**

#### **Stage 1**

If any parent should have cause for concern or any queries regarding the care or early learning provided by the nursery, they should in the first instance take it up with the child's key person or a senior member of staff. If this is not resolved, we ask them to discuss this verbally with the manager.

#### **Stage 2**

If the issue still 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 nursery manager. The manager will then investigate the complaint in relation to the fulfilment of the EYFS requirements and report back to the parent within 15 working days. The manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaints log book and will notify the proprietors so that they are aware of the situation.

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

#### **Stage 3**

If the matter is still not resolved, the nursery will hold a formal meeting between the manager, the parent and one of the proprietors to ensure that it is dealt with comprehensively. Other members of staff may be asked to attend if it is deemed necessary. The nursery 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 whenever they have a concern, including at all stages of the complaints procedure, and information on how to contact Ofsted is displayed at the nursery. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes 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 accessible only to the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request.

We will also follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

#### Contact details for Ofsted:

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

Telephone: 0300 123 4666

For more information about Ofsted's role see: <https://www.gov.uk/government/publications/information-for-parents-about-ofsteds-role-in-regulating-childcare>

Parents will also be informed if the nursery becomes aware that they are going to be inspected and after inspection the nursery will provide a copy of the report to parents of children attending on a regular basis.

| <b>Policy reviewed:</b> | <b>Signed on behalf of the nursery:</b> | <b>Date for next review:</b> |
|-------------------------|---|------------------------------|
| April 2026              | Ros Bowles and Lucía Gómez-Santana      | April 2027                   |