



Concerns, Complaints & Compliments Policy

The Montessori approach is based on building respect and trust with every child and their family. The Montessori practitioner is personally challenged to consider their own inner attitudes in their daily preparation for work.

Childcare Act 2006 requires *Oaklea Montessori* to create a framework for partnership working and to be transparent and accountable. This policy reflects this and meets the legal requirement that all stakeholders are aware of how to proceed with any concern or complaint they may have.

EYFS (revised): Key themes & commitments

- Providers must put in place a written procedure for dealing with concerns & complaints from parents &/or carers, and must keep a written record of any complaints, & their outcome. (EYFS 3.73)
- All providers must investigate written complaints relating to their fulfilment of the EYFS requirements & notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted on request. (EYFS 3.73)

Effective Practices

Staff

- All are welcome in the nursery and are treated with equal respect and concern. The needs of individuals are addressed.
- Staff are mindful of their responsibilities for the care of each child and the trust that parents place in them.
- Staff review policies, practices and procedures during their inductions and thereafter as part of annual performance management reviews.
- Staff ensure that no child is disadvantaged because of ethnicity, culture or religion, home language, family background, learning difficulties or disabilities, gender or ability
- Staff endeavour to be available at the start and end of sessions for general communication with parents & carers.
- Key persons have a particular responsibility to evaluate the impact of our work, and whether it might advantage or disadvantage families from different racial groups.
- *Oaklea Montessori* endeavours to be proactive in attending to concerns whether or not they are raised. A 'Questionnaire for Parents' (attached) is given to parents. Feedback from these is analysed in order to ascertain what concerns there may be and address them accordingly.
- The senior management team understands that well motivated staff need to be encouraged. All compliments are communicated to

relevant staff. Staff members also share any thanks and compliments to encourage the whole staff team.

- When concerns are expressed, parents & carers are asked to complete a 'concerns form'. This is a factual record of concerns, which is used to inform a constructive dialogue with parents & carers.
- *All* reported concerns are welcomed & raised with relevant staff members. Training opportunities and changes to practice are informed by concerns raised by parents. (See our detailed Complaints' Procedure)

Parents

- Partnerships with every parent are sought, based on shared responsibility, understanding, mutual respect and dialogue.
- Parents are asked to complete the 'Questionnaire for Parents' in order to disclose any concerns they may have. This may be done confidentially.
- Should parents at any time be unhappy with an aspect of their child's care at OAKLEA, they should take the following steps:
 1. *As soon as a concern arises*, speak directly to the member of staff concerned and / or the key person. This should happen in the first instance as often concerns arise due to misunderstandings and issues can quickly be resolved by sharing the concern *as soon as it exists*.
 2. Parents are asked to complete a 'concerns form' as a factual record of any concerns they may have. The procedure are followed and parents are kept fully informed of the processes.
 3. All concerns should be brought to the attention of the manager or duty manager.
 4. Following an initial informal discussion, further meetings will be recorded. (See our detailed complaints' procedure).

Where an issue continues unresolved, parents are advised to contact:

OFSTED, National Business Unit,
Piccadilly Gate
Store Street
MANCHESTER M1 2WD

The OFSTED helpline telephone number is 0300 123 1231

Email: enquiries@ofsted.gov.uk



Parent Survey: What do you think of 'Oaklea'?

We would be grateful if you could complete and return the attached survey – It will give us valuable information on the aspects of nursery life that you value most and those you feel we could work on!

Things that Matter to me as a parent

		Very dissatisfied	Dissatisfied	Pleased	Very pleased
1.	Do I feel I receive an appropriate response if I contact the nursery with a query / concern?				
2.	Do I feel the nursery keeps my child safe?				
3.	Do I feel I receive appropriate information on my child's well-being and happiness?				
4.	Do I feel I receive appropriate information on my child's learning & progress?				
5.	Do I feel I receive appropriate information on my child's physical development?				
6.	How confident do I feel that staff deals appropriately with behavioural / pastoral issues?				
7.	Do I feel that snack times and lunch time routines are well managed?				
8.	Do I feel welcomed and valued as a parent?				
9.	Do I feel my child is valued and 'listened to'?				
10.	Do I feel confident that my child receives quality care?				
11.	Does your child talk in a positive way about the experiences they have at nursery?				
12.	Do I feel confident that my child receives quality non-				

	pressured Montessori education?				
13.	Do I receive sufficient information about the Montessori approach?				
14.	Do I feel that there are enough 'other' services e.g. outings, photos...				
15.	Overall, am I happy with my child's experience at nursery?				

Things that matter to your child:

Please could you ask your child their likes and dislikes about the nursery



Additional Comments

Are there any areas of learning / topics that you would like us to include in our planning of activities?

What do I like most about 'Oaklea'?

What could 'Oaklea' do to improve?

Any points raised here will be discussed at the next Parent Forum. Please try to attend!

Thank you! Please return your feedback is very much appreciated.

Please complete and return the attached slip if you would like further information.

Please circle if either of these is of interest:

I would be interested in attending 'Learning Together' a six week discussion forum with other parents to share ideas on different areas of parenting that complements my children's nursery experiences.

YES Wednesdays 1700 to 1900 1800 to 2000
Suggested alternative time.....

NO but I would be interested in receiving more information about the Montessori approach through 'Helping your Child at Home'

Name & Contact No.