



PHOENIX HOUSE MONTESSORI NURSERY SCHOOL

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Complaints, Concerns and Suggestions Policy

This policy represents the agreed principles for complaints throughout the Nursery. All Nursery staff, representing Phoenix Montessori Nursery School have agreed this policy.

At Phoenix Montessori Nursery School we aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

Suggestions and Ideas:

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. We have a suggestion book which is located on the reception area table for your thoughts and ideas to be recorded; if you do not wish to discuss this in person. This book is checked regularly.

Parents are invited to maintain frequent communication with staff over any aspect of their child's wellbeing. Any comments will be welcomed.

We acknowledge parents positive comments and frequently ask for their suggestions. As a result, we review and change our practice accordingly.

Making concerns known:

A parent who is uneasy about any aspect of the group's provisions should first of all talk over any worries and anxieties with the Room leader of your child.

If this does not have a satisfactory outcome within 28 days, or if the problem reoccurs, the parent should put the concerns or complaint to one of the management team members, either in person or by email at phoenixn16@yahoo.co.uk. We also have complaint forms which are located in the reception area if you wish to place your complaint in writing.

The nursery will either response in writing once an investigation has been made or may suggest a meeting to discuss the concerns face to face so that the matter can be resolved sufficiently and carefully. Please allow 28days for a response, this enables the setting to carry out a full investigation and enables the setting to take on board your recommendations to make the necessary changes to improve our service.

Most complaints should be resolved informally or at this initial stage.

If the matter continues to be a concern after the meeting or response letter; we advise the parents to contact the manager again to address their concerns, the proprietor may be present in this meeting to ensure the matter is resolved and that both the parents and the management team are happy with the outcome. Further action or suggestions may be added to the meeting to ensure it is resolved.

Complaints will be filed for three years.

The role of the registering authority {OFSTED/ LADDO}

In some circumstances, it might be necessary to bring in the local authority registration inspection unit, who have a duty to ensure laid down requirements are adhered to and with whom Phoenix Montessori Nursery School works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and the Nursery would be informed and a development worker would work with Children's Schools and Families to ensure a proper investigation of the complaint followed by appropriate action.

OFSTED involvement

A parent has the right to contact the Ofsted helpline if they so desire. Providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken, as a result of each complaint.

There are several local officers who represent the Hertfordshire area you can contact them on:

0300 123 1231

The address is:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality. We would appreciate if all complaints were channelled through this procedure first.

Revised: February 2017