



Ladybird Montessori Nursery Complaints Policy

1. Purpose

This policy aims to inform parents and carers about the process for addressing complaints and compliments, as well as the steps management will take to handle such feedback. We value collaboration with parents/carers and encourage their input to continually enhance our services. Positive feedback is also welcomed as it reinforces good practices and acknowledges the efforts of our staff. Ladybird Montessori Nursery operates as a "Learning Nursery," constantly evaluating its services and practices to foster improvement. Feedback from service users, including compliments, suggestions, and complaints, plays a crucial role in this process.

2. Core Values

Compliments, suggestions, and complaints are guided by our core values of inclusion, equity, integrity, creativity, and effective communication. Ladybird Montessori Nursery is committed to ensuring that all feedback, whether positive or negative, is treated with dignity and respect.

3. Accessibility

To ensure accessibility, we make copies of our complaints policy available within the Nursery and regularly conduct staff and parent surveys for feedback review.

4. Complaints Procedure

1. **Discuss with Key Personnel:** We encourage service users to initially discuss concerns with the child's key worker or the manager, as many issues can be resolved informally.
2. **Formal Complaint Submission:** If informal resolution is not achieved, a formal complaint should be submitted in writing to the Nursery Manager. The complaint should detail the nature, date, and any initial actions taken.
3. **Investigation and Response:** All written complaints will be thoroughly investigated, and the outcome communicated to the complainant within 28 days. Complaint records are filed and available to Ofsted upon inspection.
4. **Escalation:** If the complaint remains unresolved, it can be escalated to the Owner, who will acknowledge receipt within 48 hours and provide an outcome within 28 days.
5. **External Mediation:** In cases of disagreement between the complainant and Owner, an external mediator may be appointed to offer advice and facilitate resolution.
6. **OFSTED Contact:** If satisfaction is not achieved, the complainant may consider contacting OFSTED.



5. Problem Solving

Complaints not warranting formal investigation will undergo problem-solving at an initial stage. Resolution may involve active listening, explanation, apology, assurance, or clarification, aiming to meet the complainant's desired outcomes promptly.

6. Confidentiality

Confidentiality is paramount in handling complaints. Managers, staff, volunteers, and students are expected to maintain confidentiality, and information-sharing decisions are based on specific circumstances.

7. Compliments and Suggestions

Compliments and suggestions are acknowledged and used to celebrate good practice and identify areas for improvement. Formal acknowledgment and consideration of suggestions are provided, with feedback on actions taken.

8. Withdrawal of Complaints and Persistent Complainants

Complainants have the right to withdraw complaints at any time. In the event of persistent complaints, legal advice may be sought, and consultation with OFSTED may occur. Decisions not to pursue persistent complaints are made collaboratively by the Manager and Owner.

9. Record Keeping

We ensure our complaint records are available to OFSTED upon inspection.

10. Contact OFSTED

In some circumstances, it may be necessary to contact the registering body regarding a complaint. OFSTED has a duty to ensure that legislation and requirements are adhered to, thereby ensuring statutory requirements are maintained.

OFSTED Contact Details:

Regulatory and Contact (ARC) Team

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Registration Number: EY560729

Telephone Number: 0300 123 1231

Email: enquiries@ofsted.gov.uk



We believe that most complaints are made constructively and can be resolved at an early stage. It is in the best interests of both parents and the nursery that complaints are taken seriously and dealt with fairly while respecting confidentiality. We ensure that our record of complaints is available to OFSTED upon inspection.

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11. Policy review log:

Reviewed By	Review Date	Signature
Joanne Christoforou (Deputy Manager)	11/01/2021	J.CHRISTOFOROU
Joanne Christoforou (Deputy Manager)	18/04/2023	J.CHRISTOFOROU
Hamza Khan (Managing Director)	13/02/2024	H.Khan