

# COMPLAINTS POLICY



## PROCEDURE IN THE EVENT OF A COMPLAINT OR ALLEGATION AGAINST A MEMBER OF STAFF, STUDENT OR VOLUNTEER

At Bobtails Montessori we aim to provide a high quality of education and care for all children. We offer a welcome to each individual child and family and provide a warm and caring environment within which all children can learn and develop through their play.

We welcome comments from our parents about our provision and recognise that parents are the prime educators of their children. We recognise that comments, whether positive or negative about our group are made with the child's interest at heart.

Positive comments are a good way for parents to let us know that our work is valued and appreciated.

Concerns and problems should be made known to either Pat West or Yvonne Bradley at the earliest possible time. We hope that the majority of problems can be resolved quickly in this way.

Where there has been an allegation of improper behaviour that is a child protection issue, the member of staff concerned will be suspended pending an investigation.

An outside mediator can be invited to help clarify any issues and offer advice on how and when agreement can be reached.

A complaints book is available for any parent or staff member to document any complaint or allegation.

The registration and inspection unit (OFSTED) may need to be involved if the concern involves the requirements set by The Children Act. A full investigation will be made followed by appropriate action. Please refer to the Procedure for Child Protection.

Written notes, which have been agreed by all parties, will be made.

Everyone involved in this process will be expected to treat information as confidential and will not discuss the matter with anyone else.

Parents may take their concerns direct to OFSTED should they feel that the setting will not be able to resolve the situation satisfactorily.

OFSTED's contact telephone number is displayed on the notice board, as is the certificate of registration detailing the setting reference number 113380.

## USEFUL INFORMATION

Bobtails OFSTED Unique Reference Number:	113380
OFSTED telephone number:	0300 123 1231
Local Authority Designated Officer:	01243 642962

