

All policies interrelate so please check other policies for pertinent information.

Policies are intended to support our philosophy which is summarised in these qualities; Dynamic, Inquisitive, Responsible, Grit, Playful, Contented



Concerns and Complaints Procedures

If you think any child is at risk of significant harm or abuse please call the NSPCC on 0808 800 5000 or Ruth Martin on 07884000651 urgently.

Context

Artisans recognizes that it works in partnership with parents and carers in the development of the children in its care. We endeavour to avoid complaints by working closely with the families who come to Artisans and by maintaining high communication levels between staff. We expect all parents to raise concerns with us promptly and courteously and we will seek to resolve these concerns before a complaint process is needed.

On a daily basis it is the responsibility first of the key workers, or next those staff at the door, to communicate with parents. It is our aim that at the end of each session that every parent is given some positive feedback about their child's time that day by an adult. In the absence of the key worker's availability it is the responsibility of the all other teachers to fill this role between them. It is also expected that the welcoming adult checks with parents at the start of each session whether the child has had any special events or experiences of note. Parents also have a message facility on the My Montessori Child system.

Parents are given regular formal opportunities to speak to staff about their child. They are also weekly newsletters about the Kindergarten available at Artisans and on My Montessori Child. Parental involvement is positively encouraged through structured opportunities to join in activities and celebrations of achievements, as well as regular sessions open to parents and the opportunity for parents to come in a share their experiences and skills to enrich the children's learning. See parental involvement policy.

Concerns

Parents are encouraged to raise concerns at an early point so that they can be resolved before escalating. Resolving historic concerns can be difficult and outcomes are usually more successful when concerns are raised in a timely manner and before they become a complaint.

Concerns and their resolutions raised verbally will be recorded under consultations on My Montessori Child for child of the concerned parent only. If this is inappropriate a record will be kept confidentially by Artisans. Concerns raised in writing should begin "I wish to raise a concern" at the start. These may also be recorded as above. We hope that resolutions can be found with respect, courtesy and honesty shown on both sides.

Complaints

Any complaints should be made in writing to Ruth Martin, contact information is on display in the cloakroom area and all registration documentation. Complaints may be escalated to Ofsted by a parent or Artisans and Ofsted requires to see evidence of constructive attempts to resolve the matter between parents and Artisans before taking action.

- Any complaints that are given in writing and must state "I wish to complain that" at the start.
- Any complaint must include all contact details of the complainant, including a postal address.
- Complaints will be dated on the day of receipt.
- Any complaints that are made are formally recorded in writing in our complaints log and responded to by a senior member of staff after consultation with other involved individuals if needed. Acknowledgement and an expected time frame for a fuller response will be given with 2 working days.
- A written response will be provided using the same communication means as the initial complaint or by recorded delivery to the address given on the complaint. This will state the position of Artisans and where relevant any actions taken or the time frame of actions to be taken.

This policy is reviewed annually in the Spring term
The lead teacher on this policy is Ruth Martin

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- All staff will be given full access to the original complaint and the response in a timely manner as appropriate.
- Artisans will notify complainants of the progress or outcome of any further investigation within 28 working days of having received the complaint.
- It is presumed that any parent complaining will withdraw their child from the date of the complaint, unless otherwise stated in writing. The child's sessions may be made available to others from the date of complaint.
- If a parent complains but states they wish their child to continue to attend they must confirm that attendance in writing within 14 days of the date of the complaint response and are responsible for ensuring the request to continue is received and responded to.
- If appropriate the wider community will be notified of any actions taken, usually in the newsletter.
- Any complaint received from Ofsted will be dealt with accordingly within the time-frame set by Ofsted and written records will be kept of all investigations and outcomes. Where appropriate the provider will agree the appropriate course of action with Ofsted.

Confidentiality and referral

The confidentiality of all members of the community will be maintained wherever possible unless safeguarding requires otherwise. Artisans will inform OFSTED/LSCB of any complaints against staff or any other significant incident according to Ofsted and HCC criteria of referral. The contact details for OFSTED are available to parents in the entrance at all times and are: Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD. Tel: 0300 123 4666.

Monitoring

Complaints records will be carefully monitored by the senior management team and any lessons to be learnt from the complaints themselves, or the ways in which they were handled, will be identified.

Implementation

All staff are responsible for the implementation of this policy. Overall responsibility for ensuring the policy is implemented. Monitoring and reviewing rests with the manager of the setting.

Training

All new staff are made aware of this policy on induction.

As any member of staff may receive a complaint, particularly a verbal one, all staff will be trained in the provision's complaints procedures and how to deal with parental concerns and complaints.

In addition, all staff will be given appropriate training in the skills and techniques necessary to implement the complaints procedure effectively for those who may have access issues.

Access

Any parent who needs this policy translated by language or sensory input should request this from Artisans who will do everything reasonable to provide alternative formats.

We have a separate policy for safeguarding, allegation against staff, whistle blowing.

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The lead teacher on this policy is Ruth Martin