



### Introduction to policy

Burgh Wood Montessori Nursery School and The Orchard School (*hereafter the "Nursery Schools"*) 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 their family and to provide a safe and caring environment within which all children can learn, develop and play.

We believe children and Parents/Guardians are entitled to expect courtesy and prompt, careful attention to their needs and wishes and our intention is to work in partnership with Parents/Guardians. We welcome praise, feedback and constructive suggestions on how to improve our Nursery School environment at any time.

We do recognise, however, that things can go wrong but that many concerns can be resolved quickly by an informal approach to the Principal at Burgh Wood Montessori Nursery School and Sarah Davies, the Manager at The Orchard School. If this does not achieve the desired result, the following procedure should be used when a complaint is made.

### Summary of procedures

#### Stage 1

Any Parents/Guardians who are uneasy about any aspect of the care their child receives whilst at the Nursery Schools should first discuss their concerns with the Principal or the Manager.

#### Stage 2

If initial discussions do not have a satisfactory outcome, or if the issues recur, the Parents/Guardians should put their concerns or complaint in writing to the Principal. Only at this stage do we consider that a formal complaint has been made.

#### Stage 3

The Principal will review the complaint and will arrange a formal meeting to discuss the concerns further. Both the Parents/Guardians and the Principal should have a friend, partner or colleague present if required. An agreed, written record of the discussions and actions will be made. This record will be kept for a period of three years. A summary of the complaint will be made available on request to any Parents/Guardians of a child attending our Nursery Schools and Ofsted. This signed record signifies that the procedure has concluded.

#### Stage 4

If at the Stage 3 meeting the Parents/Guardians and the Nursery Schools cannot reach an agreement, an external mediator from the Surrey Early Years Team is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the actions so far and suggest further ways in which it might be resolved. The mediator keeps all discussions confidential. S/he can hold separate meetings with the Principal and the Parents/Guardians, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives. Most complaints should be resolved at this stage.

This concludes our formal complaints procedure, however, if a concern cannot be resolved after following our complaints procedure, complaints should be made in writing (including email at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)) to:

Applications, Regulatory and Contact (ARC) Team  
Ofsted  
Piccadilly Gate  
Manchester  
M1 2WD



Ofsted phone number: 0300 123 1231

A complaints form can be completed by following this link:

<http://live.ofsted.gov.uk/onlinecomplaints>

[Further reading/contacts](#)

Ofsted Whistleblowing Hotline: 0300 123 3155

Public Concern at Work (PCaW Whistleblowing Charity): 020 3117 2520

Surrey Local Authority Designated Officer: 0300 200 1006 (Option 4 - Safeguarding Children Unit)

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