**COMPLAINTS PROCEDURE**

Rainbow’s End Montessori School is committed to achieving the very best outcomes for the children & families whom we serve through working in close partnership with parents. We seek to minimise problems or complaints through open & honest communication with parents.

The office is made available for meetings or discussions in order to maintain confidentiality.

1. All concerns, queries or complaints should, in the first instance, be brought to the attention of the senior person in charge at the time who will, if appropriate, seek to resolve the problem then & there.
2. Where the senior person in charge is unable to satisfactorily resolve the problem, the matter is referred to the proprietor who will seek to resolve the problem promptly and to the satisfaction of all concerned.
3. Where the problem cannot be resolved by the above procedures, or where the problem is of a more serious or complex nature, the parent should address the matter, in writing, to the proprietor, who will conduct a full investigation and will respond in writing within 5 working days to give a full account of the findings of the investigation and any actions taken as a result.
4. Parents may wish to refer a complaint to OFSTED:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

 The above contact details for OFSTED are also displayed on the parents’ notice board.

1. Other than where a problem or complaint can be easily resolved (as per 1 & 2) a Complaints Record sheet is completed and filed in the Complaints File. The Complaints file is shown to OFSTED at the setting’s next inspection.

Early Years providers in Dorset can seek advice from:

 **DCC Early Years & Childcare Service Advice Line** **01305 228425** Mon-Fri 9am-4pm

THS 08/23