

Complaints & Concerns Procedure

From time to time parents, and others with an interest in childcare, have concerns about the quality of childcare services. We sincerely hope that you will have no cause for complaint, but if you do, Ofsted recommends the following procedure in their document 'Concerns & Complaints about Childcare Providers, Nov 2011':

What to do if you have a concern?

- **Please discuss your concerns with us, as most can be resolved by way of a frank and open discussion.**
- If you feel that your concern has or cannot be resolved by way of discussion, we ask that you make a formal complaint to us in writing or by email.

What will happen then?

- We are required, by law, to investigate the matter and inform you of the outcome and any action taken within 28 days of receipt of the written complaint. You can request confirmation & outcome by writing or email.
- We are also required, by law, to keep a record & copy of all complaints received for three years (or until our next OFSTED inspection and to share them with parents & OFSTED on request.)

What should you do if you are not satisfied or feel unable to discuss the matter with us?

- You can contact **OFSTED on 0300 123 1231** or in writing.
- Before doing so, please refer to the government publication 'Concerns and complaints about childcare providers, Nov 2011' for exact procedures & outcomes. (<http://www.ofsted.gov.uk/resources/factsheet-childcare-concerns-and-complaints-about-childcare-providers>)
- Ofsted will not investigate complaints relating to private matters such as contractual/payment disputes or employment matters. If you have a problem that Ofsted is not able to investigate you may be able to get help from the Family Information Service or the Citizen's Advice Bureau.

If you are concerned about harm or possible harm to a child

- Phone the local authority or the police immediately. Your local authority children's services department must look into concerns about protecting children.
- You should also contact OFSTED if your concerns are about a registered provider or anyone connected with the registration of a provider.

If you feel your concern or complaint has not been covered in this policy document, please refer to the government publication 'Concerns and complaints about childcare providers, Nov 2011' for exact procedures & outcomes. (<http://www.ofsted.gov.uk/resources/factsheet-childcare-concerns-and-complaints-about-childcare-providers>)

Appendix 1: Important Contact Details

Setting Correspondence Address: Cotswold Montessori School
3 Home Buildings, Great Barrington
Burford, OX18 4UR

E-mail: info@cotswoldmontessori.co.uk

Tel: 07554 435070

Family Information Service: 0800 542 02 02
01452 427362
Shire Hall
Westgate Street
Gloucester GL1 2TP
familyinfo@gloucestershire.gov.uk

Citizen's Advice Bureau: 2-3 The Mews
Cricklade Street
Cirencester GL7 1HY
Tel: 01285 652 908
info@cirencestercab.demon.co.uk

31 High Street
Chipping Norton
Oxfordshire
OX7 5AD
Tel: 08444 111 444
chippingncab@wocab.org.uk

OFSTED Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester M1 2WD

OFSTED helpline: 0300 123 1231

OFSTED website: www.ofsted.gov.uk/parents

Police (Emergency) 999 or 112

Police (Non-emergency) 101