



Dolce Casa Montessori

Complaints and Concerns

Policy Statement

At Dolce Casa Montessori, we believe that all families are entitled to courtesy, respect, and prompt attention to their needs. We aim to provide a high-quality service and hope you will always be happy with the care and education we offer.

However, we recognise that questions, concerns, or complaints may arise. We take these very seriously and handle them professionally and promptly. We also welcome constructive suggestions from parents/carers as part of our commitment to continuous improvement.

Procedure

Stage 1 – Informal Resolution

If you have a concern about any aspect of the nursery, please raise it directly with the Key person. Most issues can be resolved quickly and informally through open communication.

Stage 2 – Formal Written Complaint

If the concern cannot be resolved informally, or if the issue repeats or escalates, you may submit a formal written complaint addressed to the Manager.

The Manager will acknowledge the complaint and begin the formal process.

A full investigation will be carried out, and a written response will be provided within 28 days outlining the findings and the outcome.

Stage 3 – Follow-up Meeting

If you remain dissatisfied with the outcome, you may request a meeting with the Manager to discuss the matter further.

A written record of the meeting will be produced and signed by all parties.

At this stage, a clear resolution should be agreed upon and appropriate actions taken.

Stage 4 – Escalation

If you feel the complaint has not been resolved through the formal process with the Manager, you may escalate it to the Owner/Director of Dolce Casa Montessori for an impartial review of all stages of the complaint.

Stage 5 – Contacting Ofsted

If the matter still cannot be resolved satisfactorily, you have the right to contact Ofsted as the regulatory body.

Ofsted Contact Information:

enquiries@ofsted.gov.uk

0300 123 1231

Please note:

Ofsted does not mediate disputes between parents and the nursery. Their role is to check whether we are meeting registration and statutory requirements. They may not contact you with the outcome of the review.

Record Keeping

- All complaints will be handled within 28 days.
- Records of complaints will be stored securely and retained for the duration of the Ofsted inspection cycle (usually 6 years).
- Only individuals directly involved in the complaint will have access to these records.
- Any complaint relating to safeguarding will follow our Safeguarding and Child Protection Policy.