

Montessori Home School Hub Ltd

Complaints Procedure

Date: 16th January 2025

Review due: January 2026

Timescale

The process of dealing with a complaint in writing from the moment that it is received by The Montessori Home School Hub to resolution will take no more than twenty eight (28) working days, except in circumstances in which the normal timescales are affected by issues that delay resolution; namely Montessori Home School Hub holidays and other factors.

Availability

This procedure is made available to parents and staff in the following ways: via Montessori Home School Hub website and on request a copy may be obtained from Montessori Home School Hub.

It is also made available to parents or guardians of children on request by e-mail at the following email address: montessorihomeschoolhub@gmail.com

Monitoring and Review:

The Directors log all complaints received by Montessori Home School Hub and record at which stage and how they were resolved. The record includes, at least: the person making the complaint, the date of the complaint, the nature of the complaint, any action taken and the outcome of the complaint.

The Directors monitor the complaints procedure, to ensure that all complaints are handled properly, taking into account any local or national decisions that affect the complaints process, and making any modifications necessary to this policy. They also retain details of the number of complaints, registered under the formal procedure during the preceding year and carry out a formal annual review of the Complaints Procedure for the purposes of monitoring.

The Directors undertake a formal annual review of the Complaints Procedure for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than one year from the date shown below, or earlier if changes in legislation, regulatory requirements or best practice guidelines so require.

Introduction

This procedure is made available to parents, staff and children on Montessori Home School Hub website, and on request by email.

Montessori Home School Hub prides itself on the quality of the teaching and pastoral care provided to its children. However, if parents do have a concern or complaint, they can expect it to be treated by Montessori Home School Hub in accordance with this Procedure. Montessori Home School Hub's aims are concerned with meeting the needs of the children, parents and guardians. Constant communication and feedback are crucial in monitoring standards and improving provision. Those who have concerns or complaints should feel these can be voiced and that they will be taken seriously.

A complaint is likely to arise when there are issues of physical or emotional well-being and security at stake, or when the hub's stated aims or values are being ignored. A breach of the law will always constitute a complaint. If parents of children at the hub do have a complaint, they can expect it to be treated in accordance with this procedure. We use the term "complainant" to refer to the individual or individuals making the complaint. These may be one or a combination of any of the following: a parent or guardian of a children, parents or guardians of a children at the hub or several parents or guardians of children at the hub. Complaints will be resolved either to the complainant's satisfaction, or with an otherwise appropriate outcome which balances the rights and duties of children. A complaint may be made by parents, children or staff.

Montessori Home School Hub also has a **Whistleblowing Policy** that is available to both staff and parents. Montessori Home School Hub aims to be fair, open and honest by giving careful consideration to all complaints, dealing with them as swiftly as possible. Investigations will be thorough, fair and completed in a reasonable time-frame. The complainant may not be entitled to all information regarding the investigation, but will be kept informed of the process and of the decisions reached. We aim to resolve any complaints through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. Children will never be penalised for making a complaint in good faith.

We actively encourage strong links with home and ensure that all staff have opportunities to discuss and understand the hub's response to concerns and complaints made by parents. We also ensure that any person complained against has equal rights with the person making the complaint.

The Complaints Process

Stage 1 – Informal Resolution

When a complaint is received the person receiving it will reply to acknowledge the complaint and give a timescale for response. 'I am writing to confirm receipt of your complaint. Montessori Home School Hub will respond to you within 5 working days'. The person receiving the complaint must ensure that both the Directors are immediately aware of the complaint. (References to number of working days refer to term-time only)

It is hoped that most complaints and concerns will be resolved quickly and informally. Obviously, the more information Montessori Home School Hub gives to parents the less scope there is for misunderstanding. Parents will be encouraged to give feedback, preferably to the person concerned. In most cases, discussion, explanation, further information or an apology, if appropriate will resolve any issues. Every effort will be made to allay concerns at this stage and with the least possible formality. Our ideal is that no concern should ever become a formal complaint, as through open dialogue, a resolution should always be accomplished.

The member of staff who is dealing with the matter will make a written record of all concerns and complaints and the date on which they were received. Should the matter not be resolved within five (5) working days or in the event that the member of staff and the parent fail to reach a satisfactory resolution then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure. A note should be kept of the date a resolution was reached and the agreed nature of this.

Stage 2 – Formal Resolution: Writing to the Directors

When a formal written complaint is received the person receiving it will reply to acknowledge the complaint and give a timescale for response. 'I am writing to confirm receipt of your complaint. The Montessori Home School Hub will respond to you within 5 working days'. (References to number of working days refer to term-time only)

If the complaint cannot be resolved on an informal basis, then the parents should put the complaint in writing to the Directors (or, in the case of the complaint being against a Director, the other Director), who will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Directors will meet or speak to the parents concerned, normally within five working days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Directors to carry out further investigations.

The Directors will keep written records of all meetings and interviews held in relation to the complaint.

Once the Directors are satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of this decision in writing. The

Directors will also give reasons for their decision. A note will also be kept of when a final outcome was reached.

The Directors will:

- Establish what has happened so far and who has been involved;
- Clarify the nature of the complaint and what remains unresolved;
- Meet with the complainant or contact them;
- Clarify what the complainant feels would resolve the issue;
- Interview those involved, allowing them to be accompanied if they wish;
- Conduct each interview with an open mind and be prepared to persist in questioning and keep notes of each interview.

When the investigation is complete, the Directors will meet the complainant to try to resolve the complaint. Any of the following may be appropriate at this point:

- An acknowledgement that the complaint is valid in whole or in part
- An apology
- An explanation
- A clarification of any misunderstanding
- An admission that the situation could have been handled better or differently
- An assurance that the event complained of will not recur
- An explanation of the steps that have been taken to ensure it will not be repeated
- An undertaking to review Montessori Home School Hub's policies in light of the complaint.

Confidentiality

Parents and Guardians can be assured that all concerns and complaints will be treated seriously and confidentially. Such correspondence, statements and records relating to individual complaints, are to be kept confidential except where any other legal obligation prevails.

Record keeping for Montessori Home School Hub

A written record of all formal complaints is kept by the Directors, for a minimum of three years. The record includes, at least: the person making the complaint, the date of the complaint, the nature of the complaint, any action taken and the outcome of the complaint. The Directors will examine this written record on an annual basis. Parents may contact the Directors to ask for the number of formal complaints made during the previous academic year.

Child Protection

For any complaint that involves a potential child protection issue, this must be reported immediately to the Directors (See our Child Protection Policy for details of the procedure).

Complaints from External Bodies

Complaints from the public about the behaviour of a group of children will be dealt with on a general basis, with reminders to all about Montessori Home School Hub's expectations.

Policy for Dealing with Complaints from Staff

Montessori Home School Hub aims to be a listening and responsive educational setting. We encourage staff to inform us of their concerns while they are still minor ones, which can more easily be resolved. It is hoped that most concerns and complaints will be resolved quickly and informally.

- All staff who have any complaint or cause for concern should speak to the Directors.
- A written record will be kept of all significant concerns and major complaints, the date on which they were received and the details of the subsequent investigation.
- All complaints will be investigated within fourteen days and a formal letter will always be written as 'closure', indicating how the issue has been dealt with and what the outcome is.