

Montessori North Oxford Limited

Complaints Policy

If for any reason, you are unhappy with the service MNO provide:

1. Please raise matter with your child's Key Person in the first instance.
2. If unhappy, then please contact the onsite nursery manager. This can be done by telephone (mobile: 01865311364) or preferably in person.
3. If the issue has not been resolved to your satisfaction, please put it in writing or by email, contacting the Director, P J Smith (01865554954, psmith@btconnect.com) who will then investigate fully*, host a meeting if appropriate to air the respective issues, or prepare a written record of the complaint, the findings and the actions taken. This written record will be kept on file and made available to Ofsted and to other relevant bodies during visits/inspections.
4. If satisfaction is still not achieved, then you are free to withdraw your child from the nursery and the contract of childcare with MNO terminated with appropriate notice given. You have the right to take matters further by complaining to Ofsted.

Ofsted contact details are:

National Business Unit, 3rd Floor, Royal Exchange Building, St. Ann's Square, Manchester M2 7LA, tel: 0300-123-1231

*Please note that a complaint received from a parent after the child has left the nursery will still be investigated but without the obligation to report back to the parent, as the contract of childcare between the parent and the nursery has been terminated.