

Montessori North Oxford Limited

Complaints Policy

If for any reason, you are unhappy with the service MNO provide and it is not a Safeguarding matter*:

1. Please approach the manager in the first instance. This can be done by telephone or preferably by a one-to-one meeting.
2. If the issue has not been resolved to your satisfaction, please put it in writing or by email. We will then investigate fully**, prepare a written record of the complaint, our 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.
3. 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

*For complaints related to Safeguarding, please refer to our Safeguarding Policy (available on our website or at nursery)

**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.