



Children of the World Montessori School

St. Mark's Hall, Dedworth Road, Windsor, SL4 4JS
01753 833771 | www.cotwmontessori.co.uk | mail@cotwmontessori.co.uk

Compliments and Complaints Policy

Children of the World Montessori School aims to provide a high-quality, caring service for children and families. We welcome feedback from parents and carers and take all concerns and complaints seriously.

Compliments

We are always pleased to receive positive feedback. Compliments may be given verbally, by email or in writing and may be shared with the staff involved.

Raising a Concern

We encourage parents and carers to raise any concern with us as soon as possible. Many concerns can be resolved quickly and informally through discussion with a member of staff or the Head Teachers.

If a concern cannot be resolved informally, or the parent/carers wishes to make a formal complaint, it should be made in writing or by email to the Head Teachers.

Formal Complaints

We will acknowledge and investigate formal complaints fairly and sensitively. A written record will be kept of the complaint, the investigation, any action taken and the outcome.

Where appropriate, a meeting will be arranged with the parent/carers, Head Teachers and any other relevant professionals.

The complainant will be notified of the outcome of the investigation within 28 days of the complaint being received.

Records of complaints and their outcomes will be retained in accordance with the Early Years Foundation Stage statutory requirements and will be made available to Ofsted on request.

Safeguarding Concerns

Where a concern relates to the safety or welfare of a child, our Safeguarding and Child Protection Policy will be followed. Safeguarding concerns will be acted upon immediately and will not be delayed by the complaints procedure.

Contacting Ofsted

If a parent or carer remains dissatisfied, or wishes to raise a concern directly about a registered childcare provider, they may contact Ofsted.

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone: 0300 123 4666

Further information about making a complaint about childcare is available on GOV.UK.

Reviewed and updated: September 2026

Review date: September 2027