



Montessori Home School Hub Ltd

Complaints Procedure

Date: July 2026

Review due: September 2027

1. Purpose

Montessori Home School Hub is committed to providing a safe, supportive and high-quality learning environment for all children. We value open communication with parents, carers, staff and children, and recognise that concerns and complaints can provide valuable opportunities to improve our provision.

We aim to deal with all complaints fairly, consistently, promptly and respectfully.

2. Scope

This procedure applies to complaints made by:

- parents and carers;
- children attending Montessori Home School Hub;
- staff;
- volunteers; and
- members of the public where the complaint relates to Montessori Home School Hub's activities.

Staff grievances will normally be dealt with under the Staff Grievance Procedure rather than this Complaints Procedure.

This procedure does not normally apply to:

- safeguarding allegations (which will be dealt with under the Child Protection and Safeguarding Policy);
- whistleblowing concerns;
- criminal matters;
- requests for information;
- complaints that have already been fully investigated and concluded.

3. What is a Complaint?

A complaint is an expression of dissatisfaction about the services, decisions, actions or conduct of Montessori Home School Hub or its staff where the complainant expects a response and, where appropriate, a resolution.

Many concerns can be resolved quickly through informal discussion before they become formal complaints. We encourage anyone with a concern to speak to us as soon as possible.

4. Our Principles

We will ensure that:

- complaints are treated seriously;
- complainants are listened to respectfully;
- investigations are fair and impartial;
- everyone involved has the opportunity to explain their account;

- confidentiality is maintained wherever possible;
- children are never disadvantaged because a complaint has been made in good faith;
- complaints are viewed as opportunities to improve our practice.

5. Accessibility

Complaints may be made in writing, by email or verbally.

If a complainant requires assistance because of disability, literacy needs or language barriers, Montessori Home School Hub will make reasonable adjustments to enable them to access this procedure.

6. Stage One – Informal Resolution

Most concerns can be resolved quickly through discussion with the member of staff involved. Where possible we ask that concerns are raised as soon as possible so they can be addressed promptly.

The member of staff receiving the concern will:

- listen carefully;
- seek to understand the concern;
- discuss possible solutions;
- make a written note of significant concerns; and
- inform both Directors where appropriate.

Where the concern cannot be resolved informally, or the complainant wishes to make a formal complaint, Stage Two should be followed.

7. Stage Two – Formal Complaint

Formal complaints should be made in writing by email or letter to the Directors.

The complaint should include:

- the nature of the complaint;
- relevant dates and facts;
- any supporting evidence; and
- the outcome being sought.

The complaint will normally be acknowledged within **five working days** during term time.

The Directors will:

- review the complaint;
- clarify the issues raised;
- speak with the complainant where appropriate;
- interview relevant staff or witnesses;
- consider any documentary evidence; and
- keep written records of the investigation.

A written response will normally be provided within **20 working days** of acknowledgement. Where this is not possible - for example because further investigation is required or during holidays - we will explain the reason for the delay and provide a revised timescale.

8. Impartiality

Where a complaint concerns one Director, it will normally be investigated by the other Director. If this is not appropriate or if an impartial investigation cannot reasonably be achieved internally, Montessori Home School Hub will appoint an independent person to investigate the complaint and make recommendations.

9. Outcomes

Following investigation, one or more of the following outcomes may be appropriate:

- the complaint is upheld in full;
- the complaint is upheld in part;
- the complaint is not upheld.

Where appropriate, Montessori Home School Hub may:

- offer an apology;
- provide an explanation;
- clarify any misunderstanding;
- acknowledge where practice could have been improved;
- outline actions taken to prevent recurrence;
- review policies or procedures; or
- identify additional staff training.

The decision of the Directors (or independent investigator where appointed) will normally conclude the complaints process.

10. Confidentiality

Complaints will be handled sensitively and confidentially.

Information will only be shared with those who need to know in order to investigate or resolve the complaint, or where disclosure is required by law.

All parties involved are expected to respect the confidentiality of the process.

11. Safeguarding

If, during the investigation of a complaint, a safeguarding concern is identified, the normal complaints process may be suspended while safeguarding procedures are followed.

The Designated Safeguarding Lead will be informed immediately, and the concern will be managed in accordance with the Child Protection and Safeguarding Policy.

12. Record Keeping

The Directors will maintain a confidential record of all formal complaints.

Records will include:

- date received;
- complainant;
- nature of the complaint;
- investigation undertaken;
- action taken;
- outcome;
- date closed.

Records will be retained securely for a minimum of **three years** in accordance with data protection requirements.

The Directors will review complaints annually to identify any recurring themes or improvements that can be made to policies, procedures or practice.

Parents may request information about the number of formal complaints received during the previous academic year.

13. Unreasonable or Persistent Complaints

Montessori Home School Hub recognises that complainants may feel strongly about the issues they raise. However, where communication becomes abusive, threatening, unreasonable or excessively persistent, we reserve the right to manage future communication appropriately while continuing to investigate the complaint fairly. This may include limiting communication to written correspondence or to a single nominated contact.

14. Timescales

Action	Timescale
Acknowledge formal complaint	Within 5 working days (term time)
Investigation begins	As soon as reasonably practicable
Written outcome	Normally within 20 working days
Delays	Complainant informed and revised timescale provided

15. Monitoring and Review

The Directors are responsible for monitoring the effectiveness of this procedure.

The policy will be reviewed annually or sooner if changes in legislation, guidance or operational practice make this necessary.

Complaints will be reviewed collectively to identify trends and opportunities to improve the quality of provision offered by Montessori Home School Hub.