

## **Montessori Children's House, St Andrews Complaints Procedure**

If for any reason the parent or carer of a child feels a complaint is warranted, they should in the first instance speak to either Judith Gibbins or Natasha Ventsel (directors). The complaint will be considered seriously and in confidence. Any necessary action will be taken promptly. The complainant will be informed of the course of action to be followed.

If the complainant is not satisfied with the outcome of the initial discussion then they should then submit a written complaint, to either of the above. A reply will be issued within seven days.

Should the need arise for taking the complaint further, please contact:

SCSWIS  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY  
Tel: 01382 207100

Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

We hope that through clear and open communication between staff, parents/carers and children there will be little or no need for this procedure.

(Jan 2018)