



Children of the World
Montessori School

St. Mark's Hall, Dedworth Road, Windsor, Berkshire SL4 4JS

Telephone Number: 01753 833771

www.cotwmontessori.co.uk mail@cotwmontessori.co.uk

COMPLIMENTS AND COMPLAINTS PROCEDURE

Children of the World Montessori School operate a written complaints and compliments procedure.

On request there is a Compliments and Complaints document that COTW will give to parents to complete.

Within the written document, information will be recorded regarding the nature of the compliment or complaint, the action taken and a review afterwards at a date convenient to both parties.

The meeting will be held with the parents/carers, Head teachers and other professionals if requested.

A copy of this document will be made for the staff and parent/s involved.

If dissatisfied with the outcome parents/carers can write to OFSTED, who can consider some complaints.

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 1234 234.

Email enquiries: enquiries@ofsted.gov.uk.

If someone makes a complaint they will be notified of the outcome within 28 days. Complaints will be kept for at least three years.

