



**Children of the World  
Montessori School**

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

Telephone Number: 01753 833771

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## **COMPLIMENTS AND COMPLAINTS PROCEDURE**

Children of the World Montessori School operate a written complaints and compliments procedure. Parents can view the address and telephone number of OFSTED that is displayed on the Parent/Carer notice board.

On request there is a document that COTW will give to parents to complete regarding compliments and complaints.

Within the written document, information will be recorded regarding the nature of the compliment or complaint, the action taken and a review afterwards.

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

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

**Telephone: 0300 123 1231**

**Email: [enquiries@ofsted.gov.uk](mailto: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.