



Complaints Procedure

Firstly, we are always happy to talk with you about your child at the beginning and end of the Our School in the Woods days, but it can be quite busy and lack privacy at the gate. For a longer or quieter time to talk, please contact us to arrange a dedicated appointment; this is our preference. We have the cabin – so we have a quiet, dry place where we can meet on site.

Your needs as parents really matter to us. So, if you ever want to raise a sensitive or difficult issue with us, please first raise it with staff on the day – or request to talk to the on-site director (Ellen). You can email us on ourschoolinthewoods@gmail.com. We will do our best to listen to you. After listening to you we might need to take the issue away to reflect upon and check in with other colleagues. We will then get back to you either in person or by email to feedback our thoughts and talk about what can be done to respond to your concern.

If you feel an issue or concern has not been resolved through discussion, please do raise it formally with us. This is the process for raising a concern with us:

We would like you to put your concern in writing and sent to 9 Mill Lane, Flat 1, Northenden, M22 4HJ and/or email to ourschoolinthewoods@gmail.com. A confidential record will be kept on file. This is done so the setting can monitor the types of concern raised and how the matters have been resolved.

Your concern will be taken to a full staff meeting where it will be discussed and investigated. Afterwards a meeting will be offered which you can attend with a family member or friend to discuss the matter in more detail. A written summary of this meeting and any further actions will then be sent to you within 5 working days. Unless you report any discrepancies to Our School in the Woods within 5 working days after you have received the summary record, we will assume that you find it to be an accurate record of your concern.

If you are not happy with the outcome of the meeting and actions and would like to take the concern further, then we can either offer you the chance of another meeting – but this time with independent mediator – or you can raise the matter with OfSTED as an external arbitrator. Their contact details are: 0300 123 4666 or enquiries@ofsted.gov.uk. Our OfSTED registration number is 2609128.