

# Bright Sparks Private Day Nursery

## Complaints and Concerns Policy

This policy forms an undertaking by Bright Sparks Private Day Nursery to deal objectively and constructively with any grievances. Anyone who uses this procedure can do so with confidence that his or her problem will be dealt with fairly and promptly.

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and reasonable requests. We welcome suggestions on how to improve our Nursery and will give prompt and serious attention to any concerns about the running of the Nursery.

Parents and carers are encouraged to communicate with the Nursery staff on a day-to-day basis so that any issues can be resolved immediately. Most problems can be solved on an informal basis. Where issues cannot be resolved in this way, the following procedure will be put into practice:

- The Owner/Officer-In-Charge will investigate the complaint and report back within 3 working days.
- A meeting will be arranged between the Owner/Officer-In-Charge and parent(s) to discuss the matter and any findings. A record of the meeting will be made and wherever suitable, both parties will sign the record and receive a copy.
- The Owner/Officer-In-Charge will need time to investigate and to develop strategies to ensure that problems do not arise again in the future. Any strategies/changes to policy or the running of the Nursery are cascaded to relevant staff and our Operational Plan may be updated and further Risk Assessments carried out.
- The complaint will be recorded on the complaints log detailing the nature of the complaint and any actions arising from it
- If the matter cannot be resolved at this level the parents have the right to write to or telephone directly the Office for Standards in Education (OFSTED) with which this nursery is registered at:

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 1231

Any complaints and their outcomes after investigation are summarised and are available upon request. Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately. Our complaints records are kept for 3 years.

OFSTED will inform parents of the outcome of any investigation they are involved in.

If your complaint is concerned with Safeguarding children, please refer specifically to this policy.