

# Bright Sparks Private Day Nursery Limited

## Complaints and Compliments Policy

We strive to provide the highest quality of care and education for our children and families and ensure that all parents are treated with care, courtesy and respect.

We hope that at all times, parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

The Director/Manager will investigate the complaint and report back within 3 working days

- A meeting will be arranged between the Nursery Director/ Manager 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 Director/Manager 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 or telephone directly the office for standards in education (OFSTED) with which nursery this is registered with.

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M12WD

Tel. 03001231231

A record of complaints will be kept in the nursery. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; 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. The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.