



Complaints Policy

Bright Sparks aims to provide the highest quality of care and education for all the children. We offer a welcome to each individual child and family and provide a warm and caring environment within which all children can learn and develop as they play. This is achieved by:

- Any parent/carer who has any anxieties concerning the provision, is encouraged to approach the Manager in the first instance.
- All written or verbal complaints against the nurseries statutory requirements to meet the Welfare Requirements of the Early Years Foundation Stage Framework will be recorded in the complaints log along with the outcome of any investigations made. Parents/carers may view this at any time.
- If a satisfactory outcome does not occur within two weeks parents/carers are encouraged to put their complaint in writing and present it to the nursery manager. If a parent is still not satisfied then they can address it directly to the managing director, Mandy Coath.
- A meeting may be requested with the supervisor, manager and parents/carers to discuss the concerns further. Parents/carers may wish for a third party to attend the meeting. Written records of the meeting will be made and are available on request.
- All complaints will be investigated and a report of the findings will be given to the complainant within 28 days
- Bright Sparks believe children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers and the community and we welcome suggestions and involvement on how to improve Bright Sparks at any time.
- Staff/volunteers, who have their own grievance, can also follow this complaints procedure.
- The regulating body is OFSTED and their contact details are on the complaints procedure which is displayed on the parent's notice board.