



Bright Sparks Childcare

Complaints Policy

Policy Statement:

At Bright Sparks Childcare, we are committed to providing high-quality early years education and care. We value feedback from parents, carers, and stakeholders as it helps us to improve our services. We recognize that occasionally concerns or complaints may arise, and we aim to address them promptly, fairly, and transparently.

Legal Framework:

This policy is guided by the following legislation and statutory guidance:

- Children Act 1989 & 2004
- Education Act 2002
- Working Together to Safeguard Children 2023
- Keeping Children Safe in Education 2024
- Early Years Foundation Stage (EYFS) Statutory Framework 2024 (effective from 1st September 2024)

Scope:

This policy applies to all parents/carers, staff, students, volunteers, and visitors to Bright Sparks Childcare.

Principles:

- All complaints will be taken seriously and handled with sensitivity and confidentiality.
- Complaints will be addressed promptly, with the aim of resolving issues within 28 days.
- We will keep a written record of all complaints, including the outcome and any actions taken.
- Complaints will be reviewed regularly to identify any patterns or areas for improvement.

Procedures:

1. Informal Resolution:

- If a parent/carer has a concern, they should speak to their child's key person or the Nursery Manager as soon as possible.
- Most concerns can be resolved quickly through open and honest discussion.

2. Formal Resolution:

- If the concern cannot be resolved informally, the parent/carer should submit a written complaint to the Nursery Manager.

- The Nursery Manager will acknowledge receipt of the complaint within 3 working days.
- An investigation will be conducted, and a meeting will be arranged to discuss the findings.
- A written response will be provided within 28 days of receiving the complaint.

3. Escalation:

- If the parent/carer is not satisfied with the outcome, they may escalate the complaint to the Director or Proprietor of Bright Sparks Childcare.
- A further investigation will be conducted, and a final response will be provided.

4. External Resolution:

- If the complaint remains unresolved, parents/carers have the right to contact Ofsted:
 - Email: enquiries@ofsted.gov.uk
 - Telephone: 0300 123 4666
 - Website: www.ofsted.gov.uk

Record-Keeping:

- A record of all complaints will be maintained, including:
 - The nature of the complaint
 - Date and time received
 - Actions taken
 - Outcome and any recommendations
- Records will be stored securely and made available to Ofsted upon request.

Confidentiality:

All complaints will be handled confidentially, and information will only be shared with those directly involved in the investigation.

Review of Policy:

This policy will be reviewed annually or in response to changes in legislation or guidance to ensure it remains effective and up to date.

Signed: Mandy Coath June 2025.

Review Date: June 2026