



Complaints Policy and procedures

The outcome of all complaints is recorded in the Summary Complaints Record file and is available for parents and OFSTED inspectors on requests.

Other policies this relates to:

- Zero tolerance policy
- Safeguarding and Child protection

Making a complaint

Whilst aiming to achieve the highest standard of care and education for children attending Bright Start Childcare, we foster a positive partnership with families, we recognise that on occasion circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

Any parent who has a concern about an aspect of the settings provision talks over first, his/her concerns with the Key person. Hopefully, this will be resolved, if not, then please contact the nursery manager/ deputy manager. You will be allocated a time to attend a meeting with the manager and hope the concerns may be resolved.

If the complaint is not resolved parents will be requested to hand in the complaint in writing. . A meeting will be arranged after the complaint has been investigated in full and will discuss the outcome. If you are still not satisfied with the outcome, then Director Syed Aman Ali will be contacted to support your complaint.

At any stage of this process, parents are within their rights to approach Ofsted directly: enquiries@ofsted.gov.uk or 0300 123 4666.

Where there is abusive, unsafe and disturbing behaviour from parents we will follow our Zero tolerance policy. Parents will be asked to leave the premises if there is abusive behaviour both verbal or physical; in certain situations enrolment will be terminated (please refer to zero tolerance policy)

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If the complaint is of a safeguarding concern then the manager will follow our safeguarding and child protection policy and procedures.

Written by: Naziya Akhter and directors

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