Complaints Policy

Bright Stars aims to provide the highest quality care and education for children attending the nursery and to help your little stars reach their potential while producing an enabling environment. We will endeavour to ensure children are happy and comfortable during their time at Bright Stars and that parents and carers are pleased and satisfied with the quality of the nursery overall. We take our parent partnership very seriously and like to instil our values of ‘Family, Love and Home’ at its core. We will listen and take seriously any concerns or issues raised by parents and take appropriate steps to resolve any problems.

Bright Stars has written this policy to ensure that best practice and procedures are carried out throughout the nursery. This policy complies with the legal requirements of the Early Years Foundation Stage statutory framework.

**Minor Complaints Summary**

A member of the management team will be responsible for listening to and addressing complaints that may occur on a day-to-day basis. The management team will listen to the complaint made and use their professional judgement to determine the appropriate course of action based on the complaint. The parent will be involved in the discussion of actions and outcomes and the management team will ensure that the parent feels satisfied will the outcome.

If a complaint is made against a specific member of staff or key worker, the management team will complete a thorough investigation using any methods appropriate and at their disposal i.e., CCTV, staff testimonies etc. All complaints made against a specific member of staff will be recorded in detail in the Staff Incident Folder using and Staff Incident Sheet.

**Stage One**

* In the event of a complaint by a parent or carer regarding an aspect of the nursery’s day to day care or about a member of staff, it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and coming to a mutually agreed solution.
* At Bright Stars we have an open-door policy with parents and we actively welcome comments about quality of nursery services as we strive for improvement and use reflection as an effective tool. Any negative points will be acted upon, and necessary actions agreed and carried out immediately. Parents will be welcomed into the downstairs office to speak in privacy regarding their concern and if a resolution can be made promptly, it will be done so. If the management team require further time or information, a parent will be advised of this and an approximate estimation of time given regarding what the outcome may be.
* In the first instance of a concern arising, parents and carers are required to speak directly with a member of management to determine how the parent would like to proceed and when a mutually agreed outcome has resulted; it may be beneficial to speak to the member of staff directly involved with the parent themselves (however, if the management team or parent feels uncomfortable with this, the practitioner can be consulted without parents presence) The management team will seek to resolve the problem with the parent in a calm and professional manner. If the situation is not resolved to the satisfaction of the complainant, the next stage of the procedure will come into operation.

**Stage Two**

* If Stage 1 procedures have failed to produce a resolution, the complainant should put the issues in writing to the nursery management team and directors using the email address brightstarspdn@outlook.com or to give a written physical letter addressed to the nursery.
* Bright Stars Management and Directors will acknowledge receipt of the complaint within three working days in writing to the complainant. The complaint will be fully investigated within 10 working days and a written reply sent to the person making the complaint. If an unforeseen delay occurs, the management team will advise the parent or carers of this and offer an apology and date for an expected reply and resolution.
* If Bright Stars believes that the issue has Child Protection implications, we will follow our safeguarding procedure and policy.
* If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then have a legal obligation and responsibility to contact the police.
* The written response to the complaint from will be sent to the parent and carer concerned and copied to all relevant members of staff or implicated during the investigation. The response will include the conclusion to the full investigation and any amendments or outcomes appropriate as a response i.e. amendment to policies or adaptations in routine.
* The management team will offer to meet the parent or carer concerned to discuss the complaint and the investigation and conclusion to encourage a rapport and satisfied result.
* At all times the management team and nursery will seek to re-establish a positive and constructive relationship with the complainant.

If a major complaint or concern is reported, this will be reported to OFSTED and Bright Stars will adhere to the outcomes and advise given by said authority.

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| **This policy was adopted on** | **Signed on behalf of the nursery** | **Review Date** |
| March 2025 | Jo Morris  | March 2026 |