

Complaints policy

Bright Stars Private day nursery is committed to giving a high standard of service at all times.

However, we do understand that at times some of our parents / carers may have reason to make a formal complaint. This document explains our complaints procedure if you are dissatisfied with any of our service.

If you encounter a level of service from any of our team that you are not happy with and don't meet your expectations we would like to hear from you. Here at Bright Stars we encourage all feedback to ensure we can provide the best service we can to everybody and ensure our standards are upheld at all times.

Aims

We aim to resolve all complaints as quickly as possible, ensuring the complaint is dealt with fairly and effectively. We aim to ensure communication is maintained throughout the investigation and that all information is fed clearly to all parties involved. We also will ensure the right to appeal is given and explained if you feel the complaint was still unresolved and not dealt with appropriately.

Our complaints procedure is detailed below:

If you are unhappy about an area of service we provide then we advise you speak to your child's key person as soon as possible and complain straight away, making your concerns known. The people directly involved then maybe able to make things right quickly and efficiently.

All complaints should be raised promptly to the manager who will assess if the complaint has been dealt with appropriately and follow up with you if you are happy the complaint has been resolved.

If you feel the complaint has not been resolved then please do raise this further with the nursery manager, they will be expected to action any outstanding concerns promptly.

If you still feel unhappy and have continued concerns then you can raise the complaint further to the director Jo. This can be done in writing, via email to BrightstarsPDN@outlook.com . Jo will deal with the complaint efficiently and with great confidentiality, we aim to respond to such complaints within 2 days. Our complaints procedure aims to complete a thorough investigation and provide outcomes within 7 days. If more time is needed to clarify any confusion, find out more information then we will clearly relay this to you and have agreed time scales.

If you wish to have a private meeting with Jo then this can be arranged via email or telephone on 0161 343 1249.

If you are not fully satisfied with the response Jo gives you regarding your concern / complaint then you can contact

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Store Street

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