

Complaints Policy

At Sunbeams we feel that communication is very important to help us improve and ensure a high standard of care and would welcome any suggestions or comments from parents/ carers.

If you have any concerns or complaints about the running of the nursery or about a member of staff this should be discussed with the Nursery Manager or Deputy. Any complaints brought to Management will be given serious attention and at this stage we would hope for them to be resolved amicably and informally.

Complaints can be made in writing if you wish to make it more formal.

We will ensure a response to the complaint is made within 28 days, in hope that it can be resolved with a satisfactory conclusion for all parties.

If after this you still do not feel happy with the Nursery response a meeting can be called or if you have a serious complaint it should be brought to the attention of OFSTED with whom we are registered.

Early Years OFSTED
Picadilly Gate
Store Street
Manchester
BS1 6HB
Telephone: 0300 123 4666

Records of any complaints made are kept including the date, circumstances of the complaint and how the complaint was seen to be resolved.