

Queries and Complaints Policy

We aim at Sparkling Stars Pre-School to welcome each individual child into a warm, caring environment. We aim to provide the highest quality education for all our children in which they can learn and develop as they play. In order to maintain this environment we need the co-operation of the parents to develop a good relationship with the practitioners enabling discussion on all aspects of a child's care.

We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community. This partnership is intended to work in both directions, so that parents, who know their children so well, are encouraged to help staff by giving them an insight into any problems, or other areas which might from time to time be giving your child concern.

We welcome suggestions on how to improve our group at any time. A parent who is uneasy about any aspect of the group's provision should first of all talk any worries and anxieties through with the manager. Most minor matters can be resolved informally at this initial stage.

If this does not have a satisfactory outcome the following procedure should be followed.

Please make an individual appointment to discuss the matter with the manager (Toby Evans) of Sparkling Stars Pre-School.

The manager will sit down at the agreed time to discuss your concern. A note of your concern will be logged and kept confidential. Most problems are sorted out to everyone's satisfaction at this stage.

All written complaints relating to the statutory requirements will be investigated and complainants notified of the outcome of the investigation within 28 days.

If you are still unhappy and wish to take the matter further you may contact OFSTED (Complaints Team) at this address; Piccadilly Gate, Store Street, Manchester, M1 2WD. Tel: 0300 123 1231