Complaints Policy
2026 – 2027

The policy should be accessible to all parents and carers by publishing on the website.

Date of last review:	Sept 2026	Author:	Director of Early Years
Date of next review:	Sept 2027	Owner:	Director of Early Years
Type of policy:	☐ Network-wide ☒ Set for nursery ☒ Tailored by nursery	Approval:	Board
Nursery:	Ark Start John Archer Ark Start Oval Preschool Ark Start Oval Day Nursery Ark Start Globe Ark Start St Clement Ark Start Brunel Ark Start John Keats Ark Start South Acton Ark Start Priestthorpe Ark Start Earls Court	Key Contact Name:	Molly Devlin
Key Contact Email:	info@arkstart.org.uk	Key Contact Phone:	020 3116 6338

Aims

Ark Start aims to provide the best possible care for all children. We also seek feedback and views from children, parents and staff in order to continuously improve. We have a policy in place to ensure that all parents and carers feel able to make a complaint in the rare case that there is an aspect of the provision that they are unhappy about.

Procedure

If for any reason you are disappointed by the service of your nursery, or you have a complaint about a policy or procedure, you should take the following steps:

- At the time that you feel disappointed with the service provided, you should mention your concern to the Nursery Manager. They may call in another member of staff to witness the concern.
- You will also need to provide in writing details of your complaint and share this with the Nursery Manager.
- If the complaint involves a member of the central team (including admissions and finance), the nursery manager will pass the complaint on to the Operations Director

- If the Nursery Manager or Operations Director is unable to deal with the complaint through discussion with you at the time, or if you are dissatisfied with the outcome, the complaint will be forwarded to the Director or Deputy Director of Early Years.

- You should summarise your complaint in writing and email to the Director or Deputy Director of Early Years who will then investigate the issue and report back to you in writing within five working days.

- If the complaint is an allegation against a member of staff, this will fall under our allegation procedure in which case the LADO and Ofsted will be informed.

While we aspire to be able to support and conclude all complaints satisfactorily, if your complaint is not resolved satisfactorily, you have the right to contact Ofsted.

Registration Numbers to be quoted to Ofsted in any communications are:

- Ark Start John Archer Ofsted no: 2601915
  Plough Terrace
  London
  SW11 2AA

- Ark Start Oval Preschool Ofsted no: 2601915
  98 Cherry Orchard Road
  Croydon
  CR0 6BA

- Ark Start Oval Day Nursery Ofsted no: 2874979
  43 Cross Road
  Croydon
  CR0 6TE

- Ark Start Globe Ofsted no: 2601915
  Harper Rd
  London
  SE1 6AF

- Ark Start St Clement Ofsted no: 2601915
  95 Princedale Road
  London
  W11 4NS

- Ark Start Brunel Ofsted no: 2601915
  Middle Row
  London
  W10 5AT

- Ark Start John Keats Ofsted no: 2860038
  Bell Lane,
  Enfield
  EN3 5PA

- Ark Start South Acton Ofsted no: 2897833
  All Saints Church

Bollo Bridge Road
London
W3 8AX

- Ark Start Earl's Court Ofsted no: 2894876
  St Cuthbert With St Mattias School
  Warwick Road
  London
  SW5 9UE

- Ark Start Priestthrope Ofsted no: 2908264
  Mornington Road
  Bingley
  West Yorkshire
  BD16 4JS