**Complaints Record revised 2020/2021**

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| **Date of complaint** | | | |
| **A: Source of complaint** | | | |
| Parent (in writing including emails)  Parent (in person)  Parent (phone call) |  | Staff member  Anonymous  Ofsted (including complaint number if known)  Other (please state) |  |
| **B: Nature of complaint (please tick all Safeguarding and Welfare Requirements the complaint relates to)** | | | |
| Child Protection  Suitable people  Staff qualifications, training, support and skills  Staff: child ratios  Health |  | Managing Behaviour  Safety and suitability of premises, environment and equipment  Special educational needs  Information and records  Learning and Development |  |
| **C: General concern/complaint** | | | |
| Food and Drink  Setting/parents communication |  | Fees/funding  Relationships |  |
| **Please give details of the complaint:** | | | |
| **D: How it was dealt with** | | | |
| Internal investigation  Investigation by agencies (please state) |  | Investigation by Ofsted |  |
| Please give details of any internal investigation or attach any outcome letter from Ofsted or other agencies: | | | |
| **E: Actions and outcomes** | | | |
| Internal actions  Changes to conditions for registration  Actions imposed or agreed with other agencies |  | Actions agreed with Ofsted  Other action taken by Ofsted  No action |  |
| Please give details: | | | |
| **Has a copy of this been shared with parents? Yes or No** | | | |
| **Name of recorder:** | | **Outcome notified to parent: Yes (within 28 days)** |  |
| **Position:**  **Name:** | | **Date Completed:**  **Signature:** |  |