**Complaints Record revised 2024/2025**

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| **Date of complaint** |
| **A: Source of complaint** |
| Parent (in writing including emails)Parent (in person)Parent (phone call) |  | Staff memberAnonymousOfsted (including complaint number if known)Other (please state) |  |
| **B: Nature of complaint (please tick all Safeguarding and Welfare Requirements the complaint relates to)** |
| Child ProtectionSuitable peopleStaff qualifications, training, support and skillsStaff: child ratiosHealth |  | Managing BehaviourSafety and suitability of premises, environment and equipmentSpecial educational needsInformation and recordsLearning and Development |  |
| **C: General concern/complaint** |
| Food and DrinkSetting/parents communication |  | Fees/fundingRelationships |  |
| **Please give details of the complaint:** |
| **D: How it was dealt with** |
| Internal investigationInvestigation 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 actionsChanges to conditions for registrationActions imposed or agreed with other agencies |  | Actions agreed with OfstedOther action taken by OfstedNo 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:** |  |