



Date Of Complaint:			
<b>A: Source of Complaint</b>			
Parent (In writing, including email)	<input type="checkbox"/>	Staff Member	<input type="checkbox"/>
Parent (In person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (In phone call)	<input type="checkbox"/>	Ofsted (Include complaint number if known)	<input type="checkbox"/>
		Other	<input type="checkbox"/>
<b>B: Nature of Complaint (Please tick all the requirements that the complaint relates to)</b>			
Safeguarding and promoting children's welfare	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Suitable People	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
Suitable Premises, environment and equipment.	<input type="checkbox"/>	Learning and Development	<input type="checkbox"/>
Office/ Admin	<input type="checkbox"/>		

Please give details of the complaint:

**\* Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.**



<b>C: How was the complaint dealt with?</b>		
Internal Investigation		<input type="checkbox"/>
Investigation by Ofsted		<input type="checkbox"/>
Investigation by other agencies		<input type="checkbox"/>
Please give details of any internal investigation or attach any outcome letter from Ofsted:		
<b>D: Actions and outcomes</b>		
Internal Actions		<input type="checkbox"/>
Action agreed with Ofsted		<input type="checkbox"/>
Changes to conditions of registration		<input type="checkbox"/>
Other action taken by Ofsted		<input type="checkbox"/>
No action		<input type="checkbox"/>
Actions Imposed or agreed with other agencies.		<input type="checkbox"/>
Please give details:		
<b>Has a copy of this record been shared with parents? Yes or No</b>		
<b>Name of Recorder:</b>	<b>Outcome Notified to parent: Yes (Within 28 days)</b>	
	<b>Date:</b>	
<b>Position:</b>	<b>Date completed:</b>	
<b>Name:</b>		
<b>Signature:</b>		

**\* Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint.**

