RECORD OF COMPLAINT

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| Date of complaint: |  | Reference no: |  |
| SOURCE OF COMPLAINT | | | |
| Parent (in writing, including email)  Parent (in person)  Parent (phone call) | | Staff member  Anonymous  Ofsted (complaint no)  Other (state) | |
| NATURE OF COMPLAINT: | | | |
| Learning and development  Assessment  Safeguarding and Welfare Requirements:   * Child Protection * Suitable People * Staff qualification, training, support and skills * Key Person * Staff to Child ratios * Health * Behaviorual Management * Safety and Suitability * Premises, Environment and Equipment * Information and Records | | | |
| Details of the complaint: | | | |
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| HOW THE COMPLAINT WAS DEALT WITH: |
| Internal investigation  Investigation by Ofsted  Investigation by other agencies (Brighton and Hove’s LADO, ACAS, Pediatrician, Safe and Sound Daycare, West Sussex Social Services) followed by an Internal Investigation  Other (state) |
| Details of the investigation: |
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| ACTIONS AND OUTCOMES: | |
| Internal Actions  Actions agreed by Ofsted  Changes to Registration  Other Action taken by Ofsted  No Action  Action Imposed or Agreed with other Agencies | |
| Details of the actions and outcomes: | |
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| Has a copy of this record been given to parents? | Yes  No |
| Name of Recorder: |  |
| Position: |  |
| Signature: |  |
| Date: |  |
| Date Outcome Notified to Complainer (within 28 days): |  |
| Resolution Date: |  |