

RECORD OF COMPLAINT

Date of complaint:		Reference no:	
SOURCE OF COMPLAINT			
Parent (in writing, including email) <input type="checkbox"/> Parent (in person) <input type="checkbox"/> Parent (phone call) <input type="checkbox"/>		Staff member <input type="checkbox"/> Anonymous <input type="checkbox"/> Ofsted (complaint no) <input type="checkbox"/> Other (state) <input type="checkbox"/>	
NATURE OF COMPLAINT:			
Learning and development Assessment Safeguarding and Welfare Requirements: <ul style="list-style-type: none"> • Child Protection <input type="checkbox"/> • Suitable People <input type="checkbox"/> • Staff qualification, training, support and skills <input type="checkbox"/> • Key Person <input type="checkbox"/> • Staff to Child ratios <input type="checkbox"/> • Health <input type="checkbox"/> • Behaviorual Management <input type="checkbox"/> • Safety and Suitability <input type="checkbox"/> • Premises, Environment and Equipment <input type="checkbox"/> • Information and Records <input type="checkbox"/> 			
Details of the complaint:			

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:

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:**

Has a copy of this record been given to parents?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Name of Recorder:	
Position:	
Signature:	
Date:	
Date Outcome Notified to Complainer (within 28 days):	
Resolution Date:	