

Record of complaints log

Source of complaint

Regulations require providers to investigate all complaints made in writing.

Parent in writing incl. email <input type="checkbox"/>	Staff member <input type="checkbox"/>
Parent in person <input type="checkbox"/>	Anonymous <input type="checkbox"/>
Parent on phone <input type="checkbox"/>	Other <input type="checkbox"/>
OfSTED <input type="checkbox"/>	

Nature of complaint

Please tick all welfare requirements the complaint relates to

Safeguarding and promoting children's welfare

Suitable person

Suitable premises, environment and equipment

Documentation

Organisation

Details of the complaint

How the complaint was dealt with	
Internal Investigation	<input type="checkbox"/>
Investigation by OfSTED	<input type="checkbox"/>
Investigation by Other agencies (please state)	<input type="checkbox"/>
Please give details of any internal investigation or attach any outcome letter from OfSTED:	
Actions and Outcomes	
Internal actions	<input type="checkbox"/>
Actions 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	
Has a copy of this record been shared with parents? Yes or No	
Name of recorder:	Outcomes notified within 28 days: Yes or No Date completed :