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 [ ]
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| 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: |
|       |
| 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: |       |