# Record of complaint

|  |  |
| --- | --- |
| Date of complaint |  |

### A: source of complaint

|  |  |  |  |
| --- | --- | --- | --- |
| Parent (in writing including email) |  | Staff member |  |
| Parent (in person) |  | Anonymous |  |
| Parent (telephone call) |  | Ofsted |  |
| Other |  |  |  |

### B: nature of complaint

(reference the EYFS safeguarding and welfare requirements or childcare register requirements)

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| --- |
| **Please give details of the complaint** |

### C: how the complaint was dealt with

|  |  |
| --- | --- |
| Internal investigation |  |
| Investigation by Ofsted |  |
| Investigation by other agencies  | *(please state agency)* |
| Please give details of any internal investigation or attach any outcome letter from Ofsted |  |

### D: actions and outcomes

|  |  |  |  |
| --- | --- | --- | --- |
| Internal actions |  | Actions agreed with Ofsted  |  |
| Changes to conditions of registration |  | Other action taken by Ofsted |  |
| No action |  | Actions imposed or agreed with other agencies |  |

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| --- |
| Please give details  |

|  |  |
| --- | --- |
| Has a copy of this record been shared with parents?  |  Yes / No |
| Name of recorder |  |
| Date  |  |
| Position |  |
| Name |  |
| Signature |  |
| Outcome notified to parents | Yes / No |
| Date |  |