A close up of a logo

Description automatically generated

Complaints Record Form

Date of complaint

|  |
| --- |
|  |

Source of complaint (please tick)

|  |  |
| --- | --- |
|  | Parent/carer (in writing, including e-mail) |
|  | Parent/carer (in person) |
|  | Parent/carer (phone call) |
|  | Staff member |
|  | Ofsted (including complaint no. if known) |
|  | Anonymous |
|  | Other (please state) |

Nature of complaint (please tick all legal/statutory requirements that the complaint relates to)

|  |  |
| --- | --- |
| Early Years Foundation Stage | |
|  | Child Protection |
|  | Suitable People |
|  | Staff qualifications, training, support and skills |
|  | Key Person |
|  | Staff: child ratios |
|  | Health |
|  | Managing behaviour |
|  | Safety and suitability of premises, environment and equipment |
|  | Special Educational Needs |
|  | Information and records (including Data Protection) |

|  |  |  |  |
| --- | --- | --- | --- |
| Childcare Register | | | |
|  | Welfare of children being cared for |  | Providing information to parents |
|  | Arrangements for safeguarding children |  | Providing information to Ofsted |
|  | Suitability of persons to care for, or be in regular contact with, children |  | Changes to premises and provision |
|  | Qualifications and training |  | Change to people |
|  | Suitability and safety of premises and equipment |  | Matters affecting the welfare of children |
|  | How childcare provision is organised |  | Insurance |
|  | Procedures for dealing with complaints |  | Certificate of registration |
|  | Records to be kept |  |  |

Please give details of complaint

Regulations require providers to investigate all complaints notified to them, in writing, by the complainant.

|  |
| --- |
| Complaint details |

How it was dealt with

|  |  |
| --- | --- |
|  | Internal investigation |
|  | Investigation by Ofsted |
|  | Investigation by the Information Commissioners Office (ICO) |
|  | Investigation by other agencies (please state) |

Please give details of any internal investigation or attach any outcome letter from Ofsted

|  |
| --- |
| Investigation details |

Actions and Outcomes

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

Please give details

|  |
| --- |
| Details |

Has a copy of this record been shared with complainants?

|  |  |
| --- | --- |
|  | Yes |
|  | No |

Has a copy of the settings complaint procedure been shared with complainants?

|  |  |
| --- | --- |
|  | Yes |
|  | No |

|  |  |  |
| --- | --- | --- |
| Name of childminder |  | Signature |
|  |  |  |
| Date parent/carer notified of outcome (within 28 days) |  | Date completed |
|  |  |  |

Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the complainant, within 28 days of the date of the complaint.