



Complaint Form

123 Child Development Center

123 Child Development Center has implemented a structured process for managing complaints from parents, guardians, and staff to ensure concerns are addressed efficiently and transparently. The complaint form requires detailed information about the issue, including incident dates and previous discussions with staff members. Complainants can suggest solutions and are required to affirm the accuracy of their information.

Complaints can be submitted in person or via email, with privacy assured. The investigation involves relevant staff, and outcomes are communicated to the complainant. The process ensures accountability, with signatures required from the staff handling the complaint and center leadership. This comprehensive approach aims to resolve issues amicably while maintaining open communication with all parties involved.

Person Filing the Complaint

- **Full Name:** _____
- **Contact Number:** _____
- **Preferred Contact:** Phone Email in Person
- **Email:** _____
- **Enrolled Child's Name:** _____
- **Child's Room:** _____

Complaint Details

Please provide specific details regarding your complaint, including the date(s) of the incident(s). Including comprehensive information will aid us in investigating your concerns. Attach extra pages if necessary.

Prior Discussions

Have you previously discussed this matter with a staff member? Yes No

If yes, specify the date(s) and the staff member(s) you spoke with:

Discussion-Conversation Outcome

What was the outcome of your discussion?

Suggested Solutions

Do you have any suggested solutions to this matter?

Affirmation

I _____ affirm, under penalty of perjury, that I am the person submitting this complaint, and that the information I provided above is true and complete to the best of my knowledge. I will make myself available to contribute to the resolution of this matter in a respectful manner.

- **Signature:** _____
- **Date:** _____

Submission Instructions

Please submit this form to an office staff member for delivery to the Director or Owner. Alternatively, you may email this form to 123childcenter@gmail.com

Privacy Note

The information contained in your complaint, including your name, will be disclosed to the relevant staff members involved during the investigation. If you do not provide your name and contact details, we will still investigate your complaint; however, we will be unable to inform you of the outcome.

OFFICE USE ONLY

- Received by: _____
- Date: _____
- Complaint handled by: _____
- Position: _____

Action Taken in Investigating Complaint

Outcome/Resolution

- Staff Signature: _____
- Date: _____
- Date complainant notified: _____
- Notified by: Phone Email In Person

Complainant's Response to Outcome/Resolution

- Director's Signature: _____
- Date: _____
- Approved Provider's Signature: _____
- Date: _____