

**Complaints Record**

**Date of Complaint:……………………………….**

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| **D) How was it dealt with** | |
| **Internal investigation** |  |
| **Ofsted investigation** |  |
| **Investigation by other agencies (please state)** |  |
| **Please give details of any internal investigation or attach any outcomes letter from Ofsted** | |

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| **A) Source of Complaint (Please tick)** | |
| **Parent (in writing, or email)** |  |
| **Parent (in person)** |  |
| **Parent (in phone-call)** |  |
| **Staff Member** |  |
| **Anonymous** |  |
| **Ofsted (inc Complaint number)** |  |
| **Other (please state)** |  |

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| **B) Nature of Complaint (Please tick all the areas that the complaint refers to)** | | | |
| **Safeguarding & promoting children’s welfare** |  | **Suitable people/staffing** |  |
| **Promoting good health/preventing spread of infection** |  | **Environment/equipment** |  |
| **Equal Opportunities** |  | **Activities/curriculum/monitoring children’s development** |  |
| **Behaviour management** |  | **Documentation** |  |

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| **C) Please give details of the complaint (please attach additional sheets if necessary)** |
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