



Complaint Investigation Record

Date of complaint:			
Source of complaint			
Parent/Carer (in writing, including email)		Staff member	
Parent/Carer (in person)		Anonymous	
Parent/Carer (phone call)		Ofsted (include complaint number if known)	

Nature of complaint		
Please tick all welfare requirements that relate to complaint		
Safeguarding (<i>advise N.I. immediately</i>)	<input type="checkbox"/>	
Care of child inc. educational needs	<input type="checkbox"/>	
Premises inc. equipment	<input type="checkbox"/>	
Equality and/or diversity	<input type="checkbox"/>	
Staff capability/training	<input type="checkbox"/>	
Staff behaviour	<input type="checkbox"/>	
Data protection	<input type="checkbox"/>	
Behaviour management	<input type="checkbox"/>	
Other	<input type="checkbox"/>	

Please give details of the complaint:

How it was dealt with

Internal investigation

Investigation by Ofsted

Investigation by other agencies (please state)

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

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

Please give details:

Has a copy of this record been shared with parents/carers: Y/N

Name of recorder:

Date notified to parent/carer:
(EYR and OCR within 28 days)

Date notified to N.I. if applicable:

Date notified to Ofsted if applicable: