

## Provider complaints record



Date of Complaint:

Nature of complaint:

- Suitable person
- Organisation
- Care, learning and play
- Equipment
- Safety
- Health
- Food and drink
- Equal opportunities
- Special needs
- Behaviour
- Working in partnership with parents and carers
- Safeguarding children

Details of complaint (Continue on the other side of this page if required)

How it was dealt with

Internal                      Ofsted                      Other agency

Details of investigation (Continue on the other side of this page if required)

Actions/Outcomes (Ofsted letters if any attached)

- Internal action
- Action agreed with Ofsted
- Changes to condition of registration
- Other action taken by Ofsted
- No Action
- Action agreed or imposed with other agencies



Details (Continue on the other side of this page if required)

Copy of record shared with parent Yes / No

Name of recorder

Position

Signature

Outcome notified to parents within 20/28 days Yes / No Date \_\_\_\_\_

Date completed: \_\_\_\_\_

Review date: \_\_\_\_\_

Reviewed by:  
CDWs: Anita Stubbs, Tina Keith, Denise Langley, and Paula Honeychurch-Hann  
CMs: Janice Holland, Julie Hawkins, and Melanie McKenna  
Trio Managers: Caron Lubin; Helen David and Erika Willson