

Comments, Concerns or Complaints Record		
Date:		
Source of complaint	Parent (in writing) Parent (in person) Parent (phone call)	Other CM Assistant Ofsted Other
Nature of Complaint (please tick what complaint relates to)		
Welfare Requirements:		
Safeguarding and promoting children's welfare	Safeguarding Information and complaints Premises and security Outings Equality of opportunity Medicines Illness and injuries Food and drink Smoking Behaviour management	
Suitable people	Safe recruitment Alcohol/other substances	
Suitable premises	Risk assessment Premises	
Organisation	Inclusiveness Appropriate play and learning experiences	
Documentation		
Learning and Development requirements	Prime: Personal social and emotional development Communication and language Physical development Specific: Understanding of the world Literacy Mathematics Expressive arts and design	
Give details of complaint		

How it was dealt with: Give details or attach any outcome letter	Internal investigation Investigation by Ofsted Investigation by other agencies
Action and outcome: Please give details	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? YES NO	
Tick Yes or No	
Name of recorder: Date:	
Outcome notified to parents (within 28 days) YES Date:	