

Record of complaints log

Source of complaint	
regulations require providers to investigate all complaints made in writing by the parent of a child attending the setting	
Parent in writing incl. email <input type="checkbox"/>	Staff member <input type="checkbox"/>
Parent in person <input type="checkbox"/>	Anonymous <input type="checkbox"/>
Parent on phone <input type="checkbox"/>	Other <input type="checkbox"/>
Ofsted <input type="checkbox"/>	Ofsted complaint number if known <input type="checkbox"/>
Nature of complaint	
please tick all Welfare Requirements the complaint relates to	
Safeguarding and promoting children's welfare	<input type="checkbox"/>
Suitable people	<input type="checkbox"/>
Suitable premises, environment and equipment	<input type="checkbox"/>
Documentation	<input type="checkbox"/>
Organisation	<input type="checkbox"/>
Details of the complaint	

How the complaint was dealt with

Actions and outcomes