
How to complete the complaints record

You are not required to use this complaints record but whatever format is used must include all of the information held in this record. Ofsted will check your complaints record at inspections.

When completing the record you should bear in mind it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

Source of complaint

You need to record here who made the complaint. Where people complain to Ofsted, they will normally be referred back to the childcare provider. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, they will tell you of the outcome of their investigation. Where they do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

Nature of complaint

The record is intended only for complaints relating to the requirements of the Early Years Foundation Stage or Childcare Register. You must record one or more requirements to which the complaint refers. If you are unsure you should refer to the EYFS or the Requirements of the Childcare Register. You must include all details associated with the complaint, taking care not to name individuals.

How it was dealt with

You must provide information on how you investigated the complaint. You will need to record:

- the process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records who was involved in the investigation without identifying any individuals named in the complaint including staff or any child
- any referrals made to an external agency e.g. Environmental Health or Social Care.

Actions and outcomes

You must provide details about the outcome of your investigation. You will need to record:

- any action(s) identified by you
- any actions set or taken by Ofsted
- any action taken by another external agency, where you have their permission to do so
- the outcome of your investigation, identifying any areas where you feel you could make improvement to your provision
- if you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the barred list with the Independent Safeguarding Authority (ISA). You can find out how to do this by ringing the ISA on 0300 123 1111 and also remember to contact Ofsted on **0300 123 1231**

You must share an account of the findings of your investigation and the action, if any, that you took or you intend to take as a result of your investigations with parents at the setting. You must do this within 28 days from the date the complaint was made. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more detail.

Provider complaints record and how to complete the complaints record

Date of complaint			
Source of complaint			
Parent (in writing, including email)	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
		Other (please state)	<input type="checkbox"/>
Nature of complaint (please tick all requirements that the complaint relates to)			
Safeguarding & promoting children's welfare	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Suitable people	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
Suitable premises, environment and equipment	<input type="checkbox"/>	Learning and Development	<input type="checkbox"/>
Childcare Register Requirements	<input type="checkbox"/>		
Please give details of the complaint:			

How was it dealt with	
Internal investigation Investigation by Ofsted Investigation by other agencies (please state)	
Please give details of any internal investigation or attach any outcomes letter from Ofsted	
Actions and outcomes	
Has a copy of this record been shared with parents?	
Yes <input type="checkbox"/>	No <input type="checkbox"/>
Name of recorder:	Outcome notified to parent: (within 28 days) Date:
Position: Name: Signature:	Date completed: