

The Breezy Club Provider Complaints

Record

Date of complaint:

A: Source of complaint

Parent (in writing, including email) ¹	<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"/>

B: Nature of complaint

(please tick all welfare requirements to which the complaint relates)

1: Child protection	<input type="checkbox"/>
2: Suitable people	<input type="checkbox"/>
3: Staff qualifications, training, support and skills	<input type="checkbox"/>
4: Key person	<input type="checkbox"/>
5: Staff:child ratios	<input type="checkbox"/>
6: Health	<input type="checkbox"/>
7: Managing behaviour	<input type="checkbox"/>
8: Safety and suitability of premises, environment and equipment	<input type="checkbox"/>
9: Special educational needs	<input type="checkbox"/>
10: Information and records	<input type="checkbox"/>

Please give details of the complaint:

C: How it was dealt with

Internal investigation	<input type="checkbox"/>
Investigation by Ofsted	<input type="checkbox"/>
Investigation by other agencies (please state):	<input type="checkbox"/>

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

D: Actions and outcomes

Internal actions	<input type="checkbox"/>
Actions agreed with Ofsted	<input type="checkbox"/>
Changes to conditions of registration	<input type="checkbox"/>
Other action taken by Ofsted	<input type="checkbox"/>
No action	<input type="checkbox"/>
Actions imposed or agreed with other agencies	<input type="checkbox"/>

Please give details:

Has a copy of this record been shared with parents? Yes or No

Name of recorder:	Outcome notified to parent: (within 28 days) ² Date:
Position: Name: Signature:	Date completed:

²Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of receiving the complaint. (Statutory Framework for the Early Years Foundation Stage 2017, para 3.74).