

## Provider Complaints Record and Guidance Notes

### Provider complaints record

<b>Date of complaint</b> .....			
<b>A: Source of complaint</b>			
Parent (in writing, including email) <sup>1</sup>	<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"/>
	<input type="checkbox"/>	Other (please state) .....	<input type="checkbox"/>
<b>B: Nature of complaint (please tick all Childcare Register (CCR and/or VCR) Requirements that the complaint relates to)</b>			
Welfare of the children being cared for.	<input type="checkbox"/>	Providing information to parents	<input type="checkbox"/>
Arrangements for safeguarding	<input type="checkbox"/>	Providing information to Ofsted	<input type="checkbox"/>
Suitability of persons to care for, or be in regular contact with children	<input type="checkbox"/>	Changes to premises and provision	<input type="checkbox"/>
Qualifications and training	<input type="checkbox"/>	Changes to people	<input type="checkbox"/>
Suitability and safety of premises and equipment	<input type="checkbox"/>	Matters affecting the welfare of children	<input type="checkbox"/>
How the childcare provision is organised	<input type="checkbox"/>	Insurance	<input type="checkbox"/>
Procedures for dealing with complaints	<input type="checkbox"/>	Certificate of registration	<input type="checkbox"/>
Records to be kept	<input type="checkbox"/>		

<sup>1</sup> Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

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:	
<p><b>Has a copy of this record been shared with parents? Yes or No</b></p>	
<p><b>Name of recorder:</b> .....</p> <p>.....</p>	<p><b>Outcome notified to parent:</b> <b>(within 28 days)<sup>2</sup></b></p> <p><b>Date:</b> .....</p>
<p><b>Position:</b> .....</p> <p><b>Name:</b> .....</p> <p><b>Signature:</b> .....</p>	<p><b>Date Completed:</b> .....</p>

### **How to Complete the Complaints Record**

You are not required to use this complaints record. If you wish to use a different form it must include all of the information held in this record. Ofsted will check your complaints record at all inspections from October 2005.

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.

---

<sup>2</sup> Regulations 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 the date of the complaint.  
Revised: September 2017

### **A. Source of complaint**

You need to record here who made the complaint. Where people complain directly to Ofsted, they will normally refer all such complainants to the setting in the first instance. Where Ofsted carries out an investigation into the setting's continued suitability to provide childcare following a complaint, they will tell you of the outcome of the investigation. Where Ofsted do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

### **B. Nature of complaint**

The record is intended only for complaints relating to the Requirements of the Childcare Register (CCR and/or VCR). You must record here one or more Requirements of the Childcare Register to which the complaint refers. If you are unsure you should refer to the Guide to Registration on the Childcare Register document (Ofsted reference 080032). You must record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', 'staff member B'.

### **C. 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 you made to an external agency, for example local authority environmental health departments or social services.

### **D. 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

## **INTEGRATIVE SATURDAY SCHOOL LTD.**

- 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 Protection of Children Act (POCA) list. You can find out how to do this by ringing Ofsted on **03001231231**

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.

Records of complaints must be kept for 3 years.