



Witchford Rackham Pre-School

Complaint record

Date of complaint-

Source of complaint- tick as appropriate	
Parent (in writing including email) Parent (in person) Parent (phone call) Anonymous	Ofsted (including complaint number) Other (please state)
Nature of complaint- please tick as appropriate	
Learning and development Safeguarding requirement Health requirement Managing behaviour Safety and suitability	Equal opportunity Information and record Financial/contract dispute Other (please state)-
Details of the complaint-	early years/childcare register
Continue overleaf if appropriate	delete as appropriate
If the allegation is of abuse or serious harm LSCB & OFSTED must be informed as stated in the EYFS.	



Dealing with the complaint

How the complaint was dealt with	Details
Internal investigation Investigation by OFSTED Investigation by other agencies (state details)	
Actions	Details
Internal actions Actions agreed with OFSTED Changes to conditions of registrations Other actions taken by OFSTED No actions Actions imposed or agreed with other agencies	
Date the person who raised the complaint notify of outcome-	Comment-
EYFS and childcare register- notification must be made within 28 days	
Date complaint procedure completed- Attach all relevant documentation	
Staff name and signature- Manager's name and signature- Date-	
This document must be retain for 6 years EYFS- this document must be made available to OFSTED upon request	