



Date of complaint			
A: 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"/>
B: Nature of complaint (please tick the Welfare requirement or Childcare Register requirement that the complaint relates to)			
Statutory Requirements for the EYFS		Childcare Register	
The Learning and Development Requirements	<input type="checkbox"/>	Childcare Register: core requirements	<input type="checkbox"/>
Assessment arrangements	<input type="checkbox"/>	Training	<input type="checkbox"/>
The safeguarding and welfare requirements			
Child protection	<input type="checkbox"/>	Safeguarding children	<input type="checkbox"/>
Suitable people	<input type="checkbox"/>	Facilities	<input type="checkbox"/>
Staff qualifications, training, support and skills	<input type="checkbox"/>	Organising your childcare	<input type="checkbox"/>
Key person	<input type="checkbox"/>	Dealing with complaints	<input type="checkbox"/>
Staff: child ratios	<input type="checkbox"/>	Records and information	<input type="checkbox"/>
Health	<input type="checkbox"/>		
Managing behaviour	<input type="checkbox"/>	Voluntary part of Childcare Register: extra requirements	<input type="checkbox"/>
Safety and suitability of premises, environment and equipment	<input type="checkbox"/>	Compulsory part of the Childcare Register: extra requirements	<input type="checkbox"/>
Information and records	<input type="checkbox"/>		
Please give details of the complaint:			

Provider complaints record

C: How it was dealt with		
Internal investigation Investigation by Ofsted Investigation by other agencies (please state)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Please give details of any internal investigation or attach any outcome letter from Ofsted:		
D: Actions and outcomes		
Internal actions Actions agreed with Ofsted Changes to conditions of registration Other action taken by Ofsted No action Actions imposed or agreed with other agencies	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Please give details:		
Has a copy of this record been shared with parents? Yes or No		
Name of recorder:	Date:	
	Within 28 days of complaint	
Position:	Date Completed:	
Name:		
Signature:		

Statutory framework for the early years foundation stage (3.74 Complaints)

Childcare Register: core requirements and voluntary and compulsory part of the Childcare Register: extra requirements. Find out [more about the registers](#)