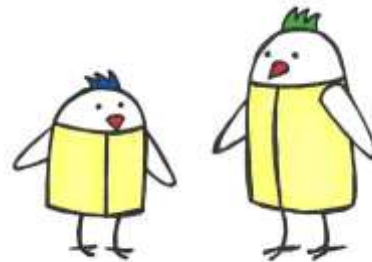


Complaints record



Ashley Down After School Club and Holiday Playscheme

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"/>
	<input type="checkbox"/>	Other (please state)	<input type="checkbox"/>
B: Nature of complaint (please tick all Welfare Requirements that the complaint relates to)			
Safeguarding and Promoting Children's Welfare.	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Suitable People	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
Suitable Premises, Environment & Equipment	<input type="checkbox"/>		
Please give details of the complaint:			

¹ Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.
Reviewed: March 2018

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:
Date complaint entered on feedback log	

² 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.
Reviewed: March 2018

