

How To Complete The Complaints Record

When completing this record you should bear in mind it must be shared with any parent who asks to see it as well as 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.

A: Source of Complaint

You need to record here who made the complaint.

Where people complain to Ofsted, they will refer all complainants to us in the first instance. Where Ofsted carries out an investigation into our continued suitability to provide childcare following a complaint, they will tell us of the outcome of the investigation. Where they do this, we should enter the Ofsted complaint number, if known.

B: Reason for Complaint

The reason for the complaint must be recorded in full and which section of the EYFS it falls within. 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

Information must be provided on how the complaint was investigated. 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

All actions and outcomes must be recorded IN FULL.

Details must be provided about the outcome of the investigation. You must 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.
- Any significant event / complaint which has or is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with the children must be reported to Ofsted.

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.