



Fun Development Provider Complaints Record

Date of complaint:			
A: Source of complaint			
Parent (in writing, including email) ¹ Parent (in person) Parent (phone call)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Staff member Anonymous Ofsted (include complaint number if known) Other (please state)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B: Nature of complaint			
(please tick all welfare requirements to which the complaint relates)			
1: Child protection 2: Suitable people 3: Staff qualifications, training, support and skills 4: Staff:child ratios 5: Promoting good health 6: Managing behaviour 7: Safety and suitability of premises, environment and equipment 8: Equal opportunities 9: Information and records	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>		
Please give details of the complaint:			

¹ Regulations require providers to investigate all complaints notified to them in writing relating to their fulfilment of the EYFS requirements (Statutory Framework for the Early Years Foundation Stage 2014, para 3.74).



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:	Outcome notified to parent: (within 28 days) ² Date:
Position: Name: Signature:	Date completed:

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 receiving the complaint. (Statutory Framework for the Early Years Foundation Stage 2014, para 3.74).