

## How to complete the complaints record

Ofsted will check your complaints record at all inspections. From 1<sup>st</sup> September 2012 registered providers must investigate all written complaints relating to their fulfilment of the EYFS requirements and Requirements for the Childcare Register. They must notify complainants of the outcome of the investigation within 28 days of receiving the complaint – see Statutory Framework for the Early Years Foundation Stage April 2017 page 33 point 3.74 – 3.75 and pg 6 CR7.1 – CR7.6 of the Childcare Register Requirements.

When completing the record you should bear in mind it must be shared with Ofsted when requested.

**Source of complaint** - You need to record here who made the complaint. Where people complain to Ofsted, they will normally refer all such complainants to you in the first instance. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, they will tell you of the outcome of their investigation. Where they do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

**Nature of complaint** - The record is intended only for complaints relating to the Early Years Foundation Stage or the requirements of the Childcare register in the case of complaints relating to children aged from 1 September following their fifth birthday. You must record the legal requirements to which the complaint refers. If you are unsure you should refer to The Early Years Foundation Stage and the accompanying guidance or the Requirements for the Childcare Register factsheet, whichever is relevant. You must record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', 'staff member B'.

**How it was dealt with** - You must provide information on how you investigated the complaint. 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 Safeguarding Children Board.

**Actions and outcomes** - You must provide details about the outcome of your investigation. You will need to 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
- If you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do this by ringing Ofsted on **0300 123 1231**.

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.

The record of complaints must be kept for at least 3 years.

## Provider complaints record

We shall investigate all complaints notified to us, in writing, by a parent of a child attending the setting. We shall 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.

<b>Date of Complaint:</b>					
<b>Source of Complaint</b> (please tick as appropriate)					
Parent (in writing, including email)	<input type="checkbox"/>	Anonymous		<input type="checkbox"/>	
Parent (in person)	<input type="checkbox"/>	OFSTED		<input type="checkbox"/>	
Parent (phone call)	<input type="checkbox"/>	Complaint No (if known):			
Staff member	<input type="checkbox"/>	Other (please state)		<input type="checkbox"/>	
<b>Nature of Complaint</b> (please tick the requirements that the complaint relates to)					
Tick if this relates to Early Years Complaint <input type="checkbox"/> or Childcare Register Complaint <input type="checkbox"/>					
Learning and development (Section 1 pg 7-12)	1.1 to 1.12		Premises and security - Safety (Section 3 pg 29)	3.54 to 3.55	
Child Protection (Section 3 pg 16-18)	3.4 to 3.8		Smoking (Section 3 pg 29)	3.56	
Suitable people (Section 3 pg 18-19)	3.9 to 3.13		Risk assessment (Section 3 pg 31)	3.64	
Medication/other substances (Section 3 pg 20)	3.19		Outings (Section 3 pg 31)	3.65 to 3.66	
Medicines (Section 3 pg 27)	3.44 to 3.46		Special Educational Needs (Section 3 Pg 31)	3.67	
Food and drink (Section 3 pg 28)	3.47 to 3.49		Information & Records (Section 3 pg 31-33)	3.68 to 3.73	
Accident or injury (Section 3 pg 28)	3.50 to 3.51		Complaints (Section 3 pg 33)	3.74 to 3.75	
Behaviour management (Section 3 pg 28 - 29)	3.52 to 3.53				
<b>Please give details of the complaint:</b>					

<b>How it was dealt with</b> (please tick as appropriate)	
Internal investigation <input type="checkbox"/>	Investigation by OFSTED <input type="checkbox"/>
Investigation by other agencies (please state) <input type="checkbox"/>	
<b>Please give details of any internal investigation or attach any outcome letter from OFSTED:</b>	
<b>Actions and outcomes</b> (please tick as appropriate)	
Internal actions <input type="checkbox"/>	Other action taken by OFSTED <input type="checkbox"/>
Actions agreed with OFSTED <input type="checkbox"/>	No action <input type="checkbox"/>
Changes to conditions of registration <input type="checkbox"/>	Actions imposed or agreed with other agencies <input type="checkbox"/>
<b>Please give details:</b>	
<b>Has a copy of this record been shared with parents?</b> <span style="float: right;"><b>Yes or No</b></span>	

<b>Name of recorder:</b>	<b>Outcome notified to parent:</b> <b>Yes or No</b> <b>Date:</b>
<b>Position:</b>	<b>Name:</b>
<b>Date completed:</b>	<b>Signature:</b>