

# High Down After School Club

## Complaints Record

<b>Date of complaint</b>			
<b>A: Source of complaint</b>			
Parent (in writing including emails)		Staff member	
Parent (in person)		Anonymous	
Parent (phone call)		Ofsted (include complaint number if known)	
		Other (please state)	
<b>B: Nature of complaint (please tick all Safeguarding and Welfare Requirements the complaint relates to)</b>			
Child Protection		Managing Behaviour	
Suitable people		Safety and suitability of premises, environment and equipment	
Staff qualifications, training, support and skills		Equal Opportunities	
Staff: child ratios		Information and records	
Health		Learning and Development	
Please give details of the complaint:			

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<b>C: How it was dealt with</b>		
Internal investigation		
Investigation by Ofsted		
Investigation by agencies (please state)		
Please give details of any internal investigation or attach any outcome letter from Ofsted:		
<b>D: Actions and outcomes</b>		
Internal actions		
Actions agreed with Ofsted		
Changes to conditions for registration		
Other action taken by Ofsted		
No action		

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Actions imposed or agreed with other agencies		
Please give details:		
<b>Has a copy of this been shared with parents? Yes or No</b>		
<b>Name of recorder:</b>	<b>Outcome notified to parent: Yes (within 28 days)</b>	
<b>Position:</b>  <b>Name:</b>  <b>Signature:</b>	<b>Date Completed:</b>	