

High Down After School Club

Complaints Record

Date of complaint			
A: Source of complaint			
Parent (in writing including emails)		Staff member	
Parent (in person)		Anonymous	
Parent (phone call)		Ofsted (include complaint number if known)	
		Other (please state)	
B: Nature of complaint (please tick all Safeguarding and Welfare Requirements the complaint relates to)			
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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C: How it was dealt with		
Internal investigation		
Investigation by Ofsted		
Investigation by agencies (please state)		
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 for registration		
Other action taken by Ofsted		
No action		

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