

# IBTS

## Provider Complaints Record

<b>Date of complaint:</b>		
<b>A: Source of complaint</b>		
Parent (in writing, including email) <sup>1</sup> Parent (in person) Parent (phone call)	<input type="checkbox"/> <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>B: Nature of complaint</b>		
(please tick all welfare requirements to which the complaint relates)		
1: Child protection 2: Suitable people 3: Staff qualifications, training, support and skills 4. Key person 5: Staff:child ratios 6: Health 7: Managing behaviour 8: Safety and suitability of premises, environment and equipment 9: Special educational needs 10: 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"/> <input type="checkbox"/>	
Please give details of the complaint:		



<b>C: How it was dealt with</b>	
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:	
<b>D: Actions and outcomes</b>	
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	
<b>Name of recorder:</b>	<b>Outcome notified to parent:</b> (within 28 days) <sup>2</sup> <b>Date:</b>
<b>Position:</b> <b>Name:</b> <b>Signature:</b>	<b>Date completed:</b>

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*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 2021, 3.75 and 3.76).*