



# CONFIDENTIAL

## Complaints Record

Play Service

**Date of complaint:** \_\_\_\_\_

**Source of complaint (please tick):**

- Parent (in writing, including email)
- Parent (in person)
- Parent (phone call)
- Staff member
- Anonymous
- Ofsted - Complaint number \_\_\_\_\_
- Other - Please state \_\_\_\_\_

**Please give details of the complaint:**

SAMPLE

Continue on an additional sheet if necessary.

**How was the complaint dealt with?**

- Internal investigation
- Investigation by Ofsted
- Investigation by other agencies (please state) \_\_\_\_\_

**Please give details of internal investigation or attach any outcome letter from Ofsted:**

**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
- No further actions

**Please give details:**

**Has a copy of this record been shared with parents?**  Yes  No.

**Name of Recorder:** \_\_\_\_\_

**Position:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Date outcome notified to parent (within 28 days):** \_\_\_\_\_

Whilst every effort has been made to ensure the accuracy of the information provided, The Out of School Development Team cannot accept responsibility or liability for any errors which may have occurred. This form has been created as an **example only**.

Reviewed: 05.05.09