# Childminder complaints record/log

Date of complaint: Click or tap here to enter text.

Date log started: Click or tap here to enter text.

Name of person starting this log: Click or tap here to enter text.

Source of complaint - please tick below:

[ ]  Parent (in writing, including email)

[ ]  Parent (in person)

[ ]  Parent (phone call)

[ ]  Assistant

[ ]  Student

[ ]  Volunteer

[ ]  Visitor

[ ]  Neighbour

[ ]  Anonymous

[ ]  Other (please state): Click or tap here to enter text.

Nature of complaint:

[ ]  Safeguarding and Welfare requirements

[ ]  Learning and Development requirements

[ ]  Other (please state): Click or tap here to enter text.

Please give details of the complaint: Click or tap here to enter text.

**Regulations require providers to investigate all complaints notified to them.**

How it was dealt with please tick/highlight below:

[ ]  Internal investigation

[ ]  Investigation by Ofsted

[ ]  Investigation by other agencies (please state): Click or tap here to enter text.

Please give details of any internal investigation or attach any outcome letter from Ofsted: Click or tap here to enter text.

Actions and outcomes please tick or highlight below:

[ ]  Internal actions

[ ]  Actions agreed with Ofsted

[ ]  Other action taken by Ofsted

[ ]  Actions imposed or agreed with other agencies

[ ]  No action

Please give details: Click or tap here to enter text.

Has a copy of this record been shared with the complainant?

[ ]  Yes

[ ]  No

Has the outcome been notified to complainant? (within 28 Days)

[ ]  Yes

[ ]  No

Date notified: Click or tap here to enter text.

Name of person completing this log: Click or tap here to enter text.

Position: Click or tap here to enter text.

Date Completed: Click or tap here to enter text.

Signature: Click or tap here to enter text.

# Guidance on how to complete the complaints record

You should follow your complaints procedure. You are required to record complaints, but you do not have to use this record. You should include all of the information held in this record. When completing the record, remember that it may be shared with a parent or carer who asks to see it, or with Ofsted or Local Authority Officers. It is important to maintain confidentiality. This means that you should have a version available where the name of the person making the complaint, or any persons that relate to the complaint, have been removed or anonymised.

## Source of complaint

You need to record who made the complaint and how it was made.

## Nature of complaint

Tick what the complaint refers to.

## 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?
* Any referrals you made to an external agency, for example local authority environmental health departments or social services.

## Actions and outcomes

You must provide details about the outcome of your investigation. You will need to record:

* Any actions 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.
* Whether you have dismissed a member of staff following the investigation, and if so, under what circumstances.
* If you have dismissed a member of staff/assistant for misconduct because they placed a child at risk of significant harm you must inform the Disclosure and Barring Service (DBS) on 03000 200 190. You must also inform your Local Authority Designated Officer (LADO) 0207 926 4679 and 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 that you intend to take due to your investigations with the complainant. You must do this within 28 days from the date the complaint was made. You can do this by sharing this record or by using a different format.