



# Chestnuts Pre School

*'Learning Through Play'*

## Provider Complaints Record

<b>Date of Complaint</b>		
<b>A: Source of Complaint</b>		
Parent (in writing, including electronically)	<input type="checkbox"/>	Staff Member <input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous <input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include reference number if known) <input type="checkbox"/>
		Other (please state) <input type="checkbox"/>
<b>B: Nature of Complaint</b>		
Safeguarding and Promoting Children's Welfare	<input type="checkbox"/>	Staff Member <input type="checkbox"/>
Suitable People	<input type="checkbox"/>	Anonymous <input type="checkbox"/>
Suitable premises, environment and equipment	<input type="checkbox"/>	Ofsted (include reference number if known) <input type="checkbox"/>
Organisation	<input type="checkbox"/>	Other (please state) <input type="checkbox"/>
Documentation	<input type="checkbox"/>	
Other information	<input type="checkbox"/>	
<b>Please give details of the complaint</b>		
<b>Internal Investigation</b>		<input type="checkbox"/>
<b>Investigated by Ofsted</b>		<input type="checkbox"/>

Investigated by other agencies (please specify which ones)		<input type="checkbox"/>
Please give details of any internal investigation or attach any outcome letter from Ofsted:		
<b>D: Actions and outcomes</b>		
<b>Internal actions</b>	<input type="checkbox"/>	
Actions agreed with Ofsted	<input type="checkbox"/>	
Changes to conditions of registration	<input type="checkbox"/>	
Other action taken by Ofsted	<input type="checkbox"/>	
No action	<input type="checkbox"/>	
Actions imposed or agreed with other agencies	<input type="checkbox"/>	
Please give details:		
<b>Has a copy of this record been shared with parents? No</b>		
<b>Name of recorder:</b>	<b>Outcome notified to parent:Ofsted</b>	
	<b>Date:</b>	
<b>Position:</b>	<b>Date Completed:</b>	
<b>Name:</b>		
<b>Signature:</b>		