

# Crocodile Club

## Provider Complaints Record/log

<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"/>	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. Staff:child ratios 5: Promoting good health 6: Managing behaviour 7: Safety and suitability of premises, environment and equipment 8: Equal opportunities 9: 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"/>		
Please give details of the complaint:			

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Complaints [3.84 - 3.85]*.

<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"/> <input type="checkbox"/>
Please give details:	
<b>Has a copy of this record been shared with parents? Yes or No</b>	
<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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