Parents & information

# Complaints record and form

A structured confidential record of a concern, its investigation and outcome.

Draft for centre review | Prepared 16 November 2026

**Operational review required**

This is a centre-specific draft. It must be reviewed, completed and approved before adoption. It does not confirm staff appointments, registration or arrangements that have not been supplied.

## Using this record

This record supports the complaints procedure. Restrict access to people who need it to investigate, safeguard children or meet a lawful reporting duty. Do not publish completed forms.

Record dates accurately, distinguish facts from opinions and keep supporting material securely. Provide the complainant with the outcome and explain the review route. Use the agreed retention schedule.

## Confidential record for private completion

Complete and return through the centre's agreed secure process. Do not upload a completed form to the public website.

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|---|
| **Date received / reference** |
| **Complainant name and preferred contact** |
| **Received by / method received** |
| **Concern and relevant facts** |

| |
|---|
| **Immediate safety action and referrals** |
| **Investigation, evidence and people consulted** |
| **Outcome, reasons and action agreed** |
| **Date outcome shared / further review route** |
| **Manager name, acknowledgement and date** |

## Centre review before adoption

Confirm the record owner, secure storage and review route.