

MARDEN PLAY SCHEME

Complaints Form

Providers must investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint

Date complaint made/received:
Complaint made by: Name: Address: Telephone:
Complaint made in person / letter / email / telephone <i>(delete where appropriate)</i>
Details of complaint:
Welfare requirement that the complaint relates to: <ul style="list-style-type: none"> • Safeguarding and promoting children's welfare • Suitable people • Suitable premises, environment and equipment • Organisation • Documentation
Outcome of complaint:

Appendix 3

Action Taken:
Response to person raising complaint:
Date of response:
Is it necessary to inform OFSTED? SOCIAL SERVICES?
Signature of provider:
Date:

This form should be retained for at least three years