

Tywardreath Pre-School Playgroup - Complaint Form

Date complaint made/ received		
Complaint made by name	Signature	
Name		
Address		
Telephone	email address	
Complaint made (in person, letter, email, telephone) attach complaint record		
Relationship of person complaining (e.g. parent/carer)		
Details of complaint (also include if you have spoken or contacted anyone about this complaint)		
What do you think could be done to resolve or help the complaint at this stage?		
Action taken (what, when and by who)		
Outside mediator - e.g Cornwall Council Together for All, Early Years Learning Alliance (name of specific person and contact details)		
Date of response (please also attach response record)		
Response to person in raising complaint		
Informed Ofsted if necessary		
Signature	Print name	Date

All complaints will be investigated, responded to, and recorded within 28 days