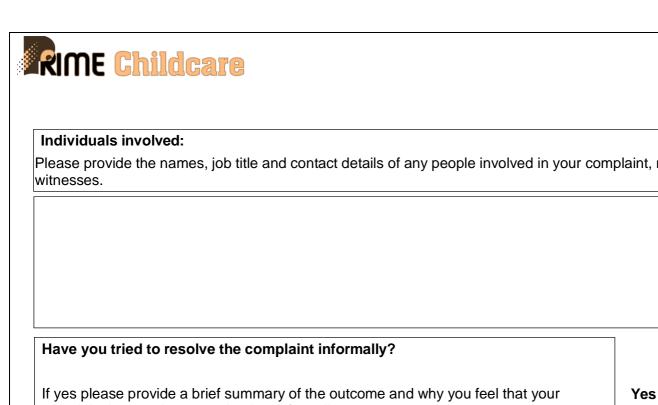


Appendix 1

COMPLAINTS PROCEDURE FORMAL RECORD FORM This section to be completed by the Service User: Name: **Relationship with School** (eg parent of a pupil) **Address** Daytime Telephone number **Evening Telephone Number Summary of Complaint** Please set out the details of your complaint (providing as much detail as possible, particularly dates, times, locations and the identities of those involved). You may attach additional sheets if required but please be as concise as possible.



Please provide the names, job title and contact details of any people involved in your complaint, ng witnesses.			
Have you tried to resolve the complaint in	nformally?		
If yes please provide a brief summary of the complaint has not been resolved satisfactori		Yes	
If no, please provide a brief summary why you have not tried to resolve the complaint informally.		No	
Resolution: Please provide a brief summary of the resolution you are seeking			
Signatura			
Signature			
Date:	10		

Prime Childcare's Complaints Policy & Procedure April 2017