

Oxclose Community Nursery School

Points of Concern/Complaints or Compliments Form for Parents/Staff/Volunteers/Students/Governors

This form is not only for formal complaints but also to register issues which you feel we need to discuss within the setting.

This is a formal complaint This is a matter of concern This is a compliment
<----- (tick as appropriate)----->

Name of person raising the issue

Date

Brief outline of the nature of, concern, complaint or compliment

Who or what is the issue concerning?

Brief outline of the circumstances

Date & time of circumstances leading to this report (where applicable)

Date

Time

Initial action taken by you

Action required from registered person in charge

Availability for discussion? YES NO
(tick as appropriate)

I wish to make a formal complaint and request that my complain be acknowledged and investigated by the registered person in charge (or deputy in charge where appropriate) as soon as possible, and that I am informed of the outcome

I wish to raise this as a matter of concern and request that the issue be acknowledged and investigated by the registered person in charge (or deputy in charge where appropriate) as soon as possible, and that I am informed of the outcome

Please make a note of my compliment and pass it on to the staff.

Signed by parent/guardian

Date