



CHILDCARE IN CORNWALL

Bright Eyes Childcare

Complaint Form

Date complaint made/ received
Complaint made by: Name Address Telephone
Complaint made (in person, letter, email, telephone)
Relationship of person complaining (parent/carer)
Details of complaint
Welfare requirement 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



Action taken
Outside mediator - e.g Children Families & Sch, PLA
Date of response
Response to person in raising complaint
Informed Ofsted if necessary
Signature

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