

## FIRST STEPS (BATH)

### Compliments, Complaints and Concern Record.

**Service:**

**Date of complaint:**

**Source of complaint** (please circle):

Parent (in writing, including email)

Anonymous

Parent (in person)

Ofsted (include complaint number if known)

Parent (phone call)

**Other (please state)**

Staff member

**Details (compliment, complaint, concern)**

**Action taken:**

**Details of feedback and date** given (to be within 28 days of receiving if formal complaint):

**Signature of staff member:**

**Date:**

**Manager signature:**

**Date:**

For staff use only:

Copy to complaint log (no names)

↑ Please tick

Copy to office file (to include names)

↑ Please tick