



# Burrough Green Playgroup

Registered Charity Number: 1031074

**Burrough Green**

**Newmarket**

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## Safeguarding and Welfare Requirement: Information and Records

Providers must maintain records and obtain and share information to ensure the safe and efficient management of the setting, and to ensure the needs of all children are met.

## Complaint / Concern / Compliment Form

This form is not only for formal complaints, but is used to register any issues and concerns which you feel should be raised and discussed with the setting. It can also be used for compliments.

**Name of Person raising issue** .....

Delete as necessary: **FORMAL COMPLAINT/ MATTER OF CONCERN / COMPLIMENT**

**Date and time of the circumstances** .....

Brief outline of the nature of concern or complaints / compliment:



Working together with Burrough Green Primary School





Who or what is the issue concerning?

Action taken for the person in charge:

- I wish to make a formal complaint and request that my complaint is acknowledged and investigated by the registered person as soon as possible, and that I am informed of the outcome in writing within 28 days.
- I wish to raise this as a matter of concern and request that this is acknowledged and investigated by the registered person as soon as possible, and that I am informed of the outcome in writing with 28 days.
- please make a note of my compliment and pass it on to the staff.

**Signature:**.....

**Printed name:** .....

**Date:** .....

