

## Summary Complaints Log

Providers must keep a written record of any complaints and their outcome.

Please use this form to summarise complaints and their outcomes, taking care to anonymise the complainant and those involved.

<b>Source, format &amp; date of complaint</b>	<b>Nature of complaint</b> <i>i.e., safeguarding and welfare requirement; learning and development; management</i>	<b>Summary of the complaint</b>	<b>How the complaint was dealt with</b>	<b>Key actions and outcomes</b>	<b>Date complaint resolved/ closed:</b>

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