

LITTLE ACORNS MONTESSORI LIMITED

ST PETERS HALL
 HATCHET LANE, WINKFIELD
 WINDSOR, BERKSHIRE. SL4 2EG
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BERKSHIRE GUIDE CENTRE
 WINDLESHAM ROAD
 PRIESTWOOD BRACKNELL RG42 1GG
 TEL: 01344 411928 / 07771 637934

POINTS OF CONCERN/COMPLAINTS OR COMPLIMENTS FOR PARENTS/STAFF

This form is not only for formal complaints but 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

NAME OF PERSON RAISING ISSUE:

DATE:

BRIEF OUTLINE OF THE NATURE OF CONCERN, COMPLAINT OR COMPLIMENT:

WHO OR WHAT IS THE ISSUE CONCERNING?

BRIEF OUTLINE OF THE CIRCUMSTANCE:

DATE AND TIME OF CIRCUMSTANCE LEADING TO THIS COMPLAINT:

INITIAL ACTION TAKEN BY YOU:

ACTION REQUESTED FROM LITTLE ACORNS:

I wish to make a formal complaint and request that my complaint is acknowledged and investigated by Little Acorns as soon as possible and that I am informed of the outcome within 28 days.

Or

I wish to raise this as a matter of concern and request that the issue is acknowledged and investigated by Little Acorns as soon as possible and that I am informed of the outcome within 28 days.

Or

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

SIGNED:

DATE: