

Complaints Log and Outcome Review

Editable professional template

This complaints log and outcome review provides a structured, editable record for use in an Ofsted registered children's home. It supports clear evidence, child centred practice, management oversight and timely review. The home must adapt the document to its Statement of Purpose, policies, children's needs and local arrangements.

Document details	Information
Children's home	
Provider	
URN	
Document owner	
Effective date	
Next review date	
Version	1.0
Approved by	

How to use this template

Complete every relevant field using factual, specific and proportionate information. Record the child's views and the rationale for decisions. Cross reference supporting records rather than copying sensitive material unnecessarily. Review after significant events, changes in need, new information or within the home's agreed review cycle.

This template supports good governance but does not replace professional judgement, statutory guidance, the Children's Homes Regulations 2015, safeguarding procedures, health and safety duties or advice from the relevant authority or specialist.

People and consultation

Role or person	Name	Consulted on	Views or contribution
Child or young person			
Parent or person with responsibility			
Social worker or placing authority			
Home representative			
Other professional			

CARE TEMPLATES PREVIEW

Protected sample • Not licensed for operational use

Management review and approval

Review question		Management response	
Is the record complete, factual and child centred?			
Are safeguarding or statutory notifications required?			
Do plans, risk assessments or policies need updating?			
How will the impact of actions be checked?			
Name and role	Signature	Date	Next review

Review history

Version	Date	Reason for review	Changes made	Approved by
1.0		Initial issue		