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| **Note: this form will be used to record expressions of minor concerns which may be dealt with on the spot as well as obvious “complaints” which may require formal investigation. It should also be used to record compliments offered to employees of the organisation.**  The original of this form will be:  A.    Held in a clearly labelled “**Complaints** in progress” file in the Registered Manager’s office while the complaint is being investigated.  B.    Transferred to a central **complaints** file as soon as the matter is closed; and  C.   A copy will be placed on the relevant Service User file. | |
| **Re. Person making the complaint, expressing a concern, or giving a compliment** | |
| **Name:** |  |
| **Address:** |  |
| **Telephone Number:** |  |
| **Name and contact details of the Service User to which the complaint refers:** |  |
| **Details of complaint, concern or compliment (include dates, times and witnesses where possible):** | |
| **Names of any employees specifically complained of or complimented:** | |
| **Name of person originally complained to (if not the person completing this form):** | |
| **Name of the person to whom the complaint was referred on to for investigation (state “as above” if the person who receives the complaint also investigates):** | |
| **Investigations carried out (attach additional pages if required):** | |

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| **Action taken or recommended by investigator:** | |
| **Did this action satisfy the complainant? If not state why, and who the complaint was referred on to next:** | |
| **Action taken by person to whom the complaint was referred on to:** | |
| **Did this action satisfy the complainant?** | |
| **Name of organisation to which the complaint was referred in the event of a failure to satisfy the complainant:** | |
| **Signed by complainant to signify satisfaction:** |  |
| **Date:** |  |