

Complaint Tracking Form

PART 1 - Internal Stage (pages 1 – 4)

Record of Complaint	Complaint Reference Number (next sequential reference from Complaint Log)	
<p>To record complaints from Individuals use form 22.04b. All other complaints should be recorded and tracked on this form. The Complaints Log will be updated by the Complaints Co-ordinator at all stages to reflect the current status of each complaint. All complaints will be treated as CONFIDENTIAL and supporting paperwork stored securely.</p> <p>Step 1 should be completed by the person receiving the complaint.</p> <p>In writing - Where the complaint is made in writing, it should be stapled to this form. Verbal - For verbal complaints staff should record details on a Complaint Form and staple to this form. If the person making the verbal complaint is present they should be requested to sign that the written record is accurate. Alternatively the details can be recorded in Step 1 of this form.</p>		

Step 1 Receipt of Complaint - (to be completed immediately)			
Name and status of the person making the complaint:			
Name:		Relationship with individual (if applicable)	
Name of individual concerned (where applicable) and date of birth:			
Name:		Date of Birth:	
Name of location attended by Individual:			
Date and time complaint received:			
Name and role of person receiving complaint:			
Method by which complaint was made: e-mail/letter/face to face/telephone/via third party/other – please specify:			
Nature of the Complaint			
Signed:		(Complainant where possible)	
Date:			
Signed:		(Member of staff who received and recorded the complaint)	
Date:			

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(Now complete Step 2 inserting 'none' if no attempt has been made to resolve informally)

Step 2 - Initial Action – (to be completed within 3 working days)

The following action has been taken in an attempt to resolve the complaint. The person making the complaint *is/is not (*delete as appropriate) happy with this.

Action taken:

Signed:

(Complainant where possible)

Date:

Signed:

(Member of staff who received and recorded the complaint)

Date:

Pass the Form and any supporting paperwork to the Complaints Co-ordinator

Step 3 - Complaint Co-ordinator to Action (to be completed within 1 working day)

This form was passed to (name of Complaints Co-ordinator)

At (time)

on (date)

Signed (Member of staff at Step 2 above)

Details of the complaint have been added to the Complaints log and the next sequential reference number allocated to this complaint on (enter date)

The complaint **has been resolved** and Complaints **Letter 1** has been sent to Complainant and is now closed. All paperwork filed in the central confidential Complaints File and the Complaints log updated.

or

The complaint **could not be resolved** and Complaint **Letter 2** has been sent to Complainant. **Proceed to Step 4**

Signed (Complaints Co-ordinator):

Step 4 - Internal Investigation (to be completed within 5 working days)

Name of the member of staff identified to look into this complaint is:

Position held:

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This person was informed on (enter date):	
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Step 5 Internal Investigation Findings (to be completed within 1 working day)

Having looked into this complaint, my findings are as follows:

OR

Having looked into this complaint, my findings are identified in my report, which is attached.

Signed: (Person looking into the complaint)		Date:	
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This form should now be passed back to the Complaints Co-ordinator

 The complainant has been notified verbally and in writing of the findings using Complaints **Letter 3**

Signed Complaints co-ordinator)		Date:	
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Step 6 Please Complete either Step 6, Step 7 or Step 8 whichever applies (within 1 working day)

The findings have been accepted by the complainant and the matter has now been closed.

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Signed (Complaints co-ordinator):		Date:	
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Step 7 Please Complete either Step 6, Step 7 or Step 8 whichever applies

The findings have **NOT** been accepted by the complainant. I have decided to repeat steps 4 – 6 and have nominated the following member of staff to look again into the complaint.

Reasons given by complainant for not accepting the outcome (including outcome sought, if known)

Complaints **Letter 4** has been sent to the complainant

Signed (Complaints co-ordinator)		Date:	
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Step 8 Please Complete either Step 6, Step 7 or Step 8 whichever applies

The findings have not been accepted by the complainant and I have decided to pass the complaint and all related paperwork to the Operations Director/ for further action.

Reasons given by Complainant for not accepting the outcome (including outcome sought, if known) and the stated grounds for the appeal:

Complaints **Letter 5** has been sent to the Complainant

Signed (complaint co-ordinator):		Date:	
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All complaint paperwork received by Operations Director – **COMPLAINT FORM PART 2 COMMENCED**

Name and Signature:		Date:	
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