

Complaint Tracking Form

PART 2 - External Stage (pages 5 – 7)

Record of Complaint	Complaint Reference Number (taken from PART 1 of Complaint Form)	
Step 9 External Investigation (to be completed within 10 working days)		
<p>The person nominated to look into this complaint is: _____</p> <p>Post Held: _____</p> <p>Signed: _____ Operations Director</p> <p>Date: _____</p> <p>Complaints Letter 6 has been sent to the Complainant</p>		

Step 10 Please delete whichever of this step does not apply
<p>Having looked into this complaint, my findings and recommendations are as follows:</p> <p>OR</p> <p>Having looked into this complaint, my findings and recommendations are identified in my report, which is attached.</p> <p>Signed: _____ (Person looking into the complaint)</p> <p>Date: _____</p> <p>This form should now be passed back to the Operations Director</p> <p>The complainant has been notified verbally and in writing of the findings using Complaints Letter 7.</p> <p>Signed: _____ Operations Director</p> <p>Date: _____</p>

Step 11
<p>The findings have been accepted by the complainant and the matter has now been closed.</p> <p>Signed: _____ Operations Director</p> <p>Date: _____</p> <p>All records to be sent to Head of Service for filing in the central confidential Complaints File.</p>

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Step 12

The findings have NOT been accepted by the complainant for the following reasons:

The Appeal stage has now commenced

The Appeals Panel comprises the following, none of whom have had any prior involvement or are connected in any way to the complaint and one of whom is independent of Cambian Group (indicate with an *)

Chair:	_____	(Name)	_____	(Position)
	_____	(Name)	_____	(Position)
	_____	(Name)	_____	(Position)

Complaints **Letter 8** has been sent to the Complainant

Step 13 Please delete whichever of this step does not apply

The findings of the Appeal Panel are as follows:

The recommendations of the Appeal Panel are as follows:

OR

The findings and recommendations of the Appeal Panel are identified in the report, which is attached.

Signed: _____ Operations Director

Date: _____

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Step 14

The Complainant has been notified verbally and in writing of the findings using Complaints **Letter 9**

Where applicable the person being complained about has received a copy of the Panel's findings and recommendations.

Signed: _____ Operations Director

Date: _____

Step 15 Please delete whichever of this step does not apply

The Complainant's view of the findings of the Appeal Panel:

Is Unknown

OR

Is as follows:

This complaint is now closed.

Signed: _____ Operations Director

Date: _____

If the complainant is still unsatisfied with the outcome of the Appeal Panel's findings the Operations Director/ should provide them with alternative external organisations who can look at the complaint for them.

Ofsted

Tel: 0300 1234 234

In Writing to:

Enquiries
National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

CQC

Tel: 0300 061 0614

In writing to:

Social Care Ombudsman
PO Box 4771
Coventry CV4 0EH

NHS Ombudsman

Tel: 0207 217 4051

In Writing to:

The Health Service
Ombudsman for England
13th Floor, Millbank Tower
Millbank
London SW1P 4QP

Care & Social Services Inspectorate Wales

Tel: 0300 062 5609

Welsh Government Office
Sarn Mynach
Llandudno Junction
LL31 9RZ

Estyn

Tel: 02920 446446

Anchor Court
Keen Road
Cardiff
CF24 5JQ