



## Written Complaint Recording Pro-forma

Person receiving complaint	
Date and time received	
Format of complaint	<p>Email</p> <p>Letter</p> <p>Website</p> <p>Comment form</p> <p>Other (please state)</p>
Name and contact details of complainant	
Date passed to Chief Executive/Deputy Chief Executive/HR Manager	
Brief details of complaint	
Name of investigating officer and date of appointment	
Acknowledgement sent to complainant	Date acknowledgement sent:

(must be within 3 work days of receipt of complaint)	Complainant informed name of Investigating Officer (tick):  Date given for response:
Date investigation commenced	
Date interim letter sent (if necessary) and revised date of response	
Date investigation concluded	
Recommendations arising from investigation	
Date response sent to complainant	
Actions taken arising from the Complaint	
Name and date of Committee reported to	