



On receipt of a complaint:

1. Ensure that full details, location, time, nature of complaint & contact details of the complainant.
2. If the complaint is by telephone, request that the complaint be put in writing.
3. Acknowledge receipt of the complaint & advise that a full investigation will take place.
4. Establish the accuracy of the details given before acting.
5. Decide on the appropriate action to take.
6. Where possible, confirm the outcome to the complainant in writing.
7. Acknowledge receipt of the correspondence and advise that a full investigation will take place.
8. Indicate when the investigation will take place and when findings can be confirmed
9. If possible, arrange a meeting with all the concerned parties.
10. Use the Complaints form – this ensures a complaint is treated fully.

Name of Complainant Mr, Mrs, Ms, Miss, other			Date of complaint
Contact details	Phone Mobile	Landline	email
Address:			
Date of incident	Location		Who Involved?
Time			
Nature of complaint			