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| **Note: this form will be used to record expressions of a comment, suggestion that 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, comment, suggestion or giving a compliment** | |
| **Name:** |  |
| **Address:** |  |
| **Telephone Number:** |  |
| **Name and contact details of the Service User to which the complaint refers:** |  |
| **Details of complaint, comment, suggestion or compliment (include dates, times and witnesses where possible please name staff and all other people involved and their roles):** | |
| **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):**   Hayley Thornton | |
| **Investigations carried out, including action taken, outcome and recommendations (attach additional pages if required):** | |
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| **Name of organisation to which the complaint was referred in the event of a failure to satisfy the complainant:** | |
| **Signed by Investigator:** |  |
| **Date:** |  |
| **Signed by Directors:** |  |
| **Date:** |  |