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| **Note: this form will be used to record expressions of minor concerns which 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 file.  |
| **Re. Person making the complaint, expressing a concern, or giving a compliment** |
| **Name:** |   |
| **Address:** |   |
| **Telephone Number:** |   |
| **Name and contact details of the person to which the complaint, concern or compliment refers:** |   |
| **Details of complaint, concern or compliment (include dates, times and witnesses where possible):** |
| **Names of any employees specifically complained of or complimented:**   |
| **Name of person originally complained to (if not the person completing this form):**   |
| **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):**   |
| **Investigations carried out (attach additional pages if required):** |
| **Action taken or recommended by investigator:**    |
| **Did this action satisfy the complainant? If not state why, and who the complaint was referred on to next:**    |
| **Action taken by person to whom the complaint was referred on to:**   |
| **Did this action satisfy the complainant?**   |
| **Name of organisation to which the complaint was referred in the event of a failure to satisfy the complainant:**  |
| **Signed by complainant to signify satisfaction:** |   |
| **Date:** |   |

You can send the form to the following address 61 Montgomery avenue

 Leeds

 LS16 5RQ

 Or email

 info@victorletticiacareservies.co.uk

tel; 03333440855