

Complaints File - Contents

1. Record of the complaint.
2. Record of initial attempt at resolution
3. If successfully resolved, record of confirmation sent to complainant
4. (if 2. unsuccessful) record of acknowledgement sent to complainant
5. If delay in making final response, record of update to complainant on progress
6. Record of final response, including evidence of issue of satisfaction survey
7. Record of survey if returned e.g. where complainant still unsatisfied
8. (If unsatisfied) record of acknowledgement sent to complainant and process repeated for Stage 2 / 3.
9. (If satisfied) record of outcomes from complaint i.e. if it was justified, what changes made, training provided etc.

NB A suitable record can include: letter, email, telephone note, note of interview, local form detailing action, Computer record from SSID etc.