Complaints Proforma

**Section 1 – Details of the Complaint**

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| **Complainant Details** |
| Name: | Click here to enter text. | Telephone: | Click here to enter text. |
| Address: | Click here to enter text. | Email: | Click here to enter text. |
| **Respondent Details** |
| Responsible Officer: | Click here to enter text. | Service/Team | Click here to enter text. |
| **Complaint Details:** |
| Oracle Reference: | Click here to enter text. | Date Received: | Click here to enter a date. |
| Complaint Stage: | Choose an item. | Due date: | Click here to enter a date. |

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| **Summary of the complaint:** |
| Click here to enter text. |
|  |
| **Action taken to resolve the complaint:** |
| Click here to enter text. |
|  |
| **Complaint Outcome:** |
| Upheld |[ ]  Partly Upheld |[ ]  Not Upheld |[ ]  Resolved |[ ]
|  |
| **Explain why the complaint was upheld or partly upheld:** |
| Click here to enter text. |
|  |
| **Response Time** |
| On Time |[ ]  Late |[ ]
|  |
| **Explain why the complaint was not issued on time:** |
| Click here to enter text. |

**Section 2 – Preventing recurrence and implementing improvements**

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| **What actions will be taken to prevent this type of complaint happening again?** |
| Click here to enter text. |
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| Who will carry out the actions necessary to avoid recurrence? | Click here to enter text. |
|  |  |
| What is the timescale for implementing the action? | Click here to enter text. |
|  |  |
| Who has responsibility for overseeing that the action is implemented? | Click here to enter text. |
|  |
| **Policy/Procedural Changes** |
| Please detail policy and procedural implications as a result of this complaint. Please indicate if you would like assistance with updating procedures or any aspect of the improvement. |
| Click here to enter text. |
|  |
| Name of the Officer completing this form: | Click here to enter text. |
| Date of form completion: | Click here to enter a date. |