

SCOTTISH LEGAL AID BOARD

Complaints – staff guidance

Information in this document sets out our process for dealing with complaints. It includes the guidance that Board staff have been given about how to deal with complaints. It includes:

- A diagram setting out our complaints process
- A diagram with complaints definitions
- All staff briefing notes
- More detailed guidance on our procedures

COMPLAINTS PROCESS – ALL STAFF



Phone



Letter



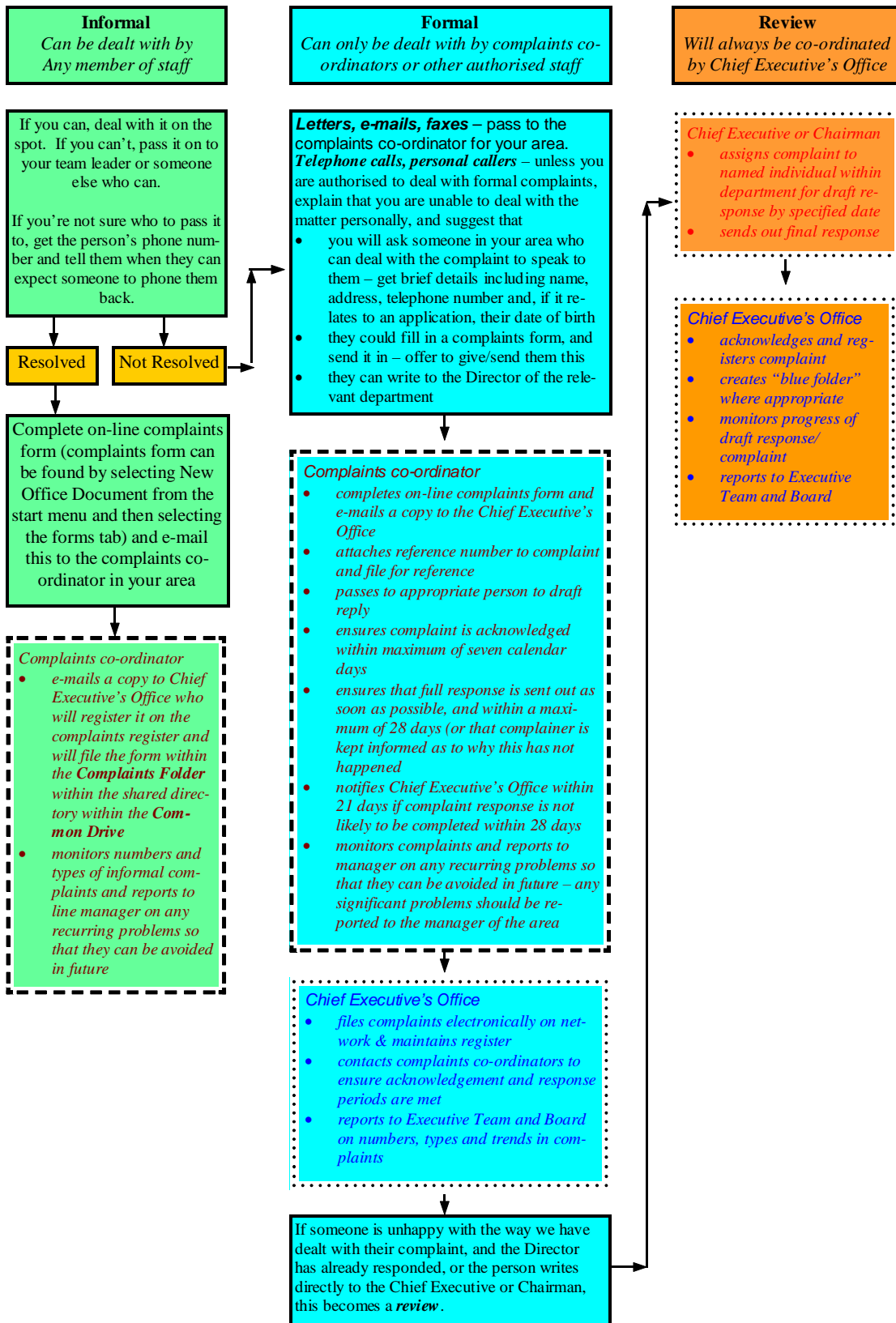
E-mail



Fax



In person



WHAT IS A COMPLAINT?

...any expression of dissatisfaction that needs a response

A complaint may be about any aspect of administration or service, for example –

- delays in decision making
- delaying or failing to answer correspondence or phone calls
- communication (poor handling of telephone call, unclear or unhelpful letters etc.)
- not providing adequate information
- maladministration (sending an inappropriate letter, miscalculation on means)
- the attitude of staff
- the way a decision has been reached (for example, not considering all the points raised by the applicant or solicitor)
- the Board's policies
- behaviour of third parties we employ, such as investigators or debt collectors.

Remember – if the person contacting you thinks the issue they are raising is a complaint, then it is a complaint. If you are in any doubt, treat it as a complaint.

Objections to our operational decisions, where there is some other remedy such as asking for a review, are not complaints – for example, if an application for legal aid or for sanction of an expert witness has been refused, or legal aid has been granted, but subject to a contribution.

In cases such as these, tell the complainer what rights s/he has (for example, to apply for a review or re-consideration) or, if you don't know, arrange for someone who does to speak to or contact them.

Informal complaints are generally minor matters that have not caused significant inconvenience to the complainer, and can be dealt with on the spot – for example

- forgetting an attachment to a letter
- not fully answering one of a number of points raised in a letter

Borderline complaints like these don't need to go through the formal complaints procedure.

However, if the matter can't be sorted out on the spot, or if the customer makes it clear that he or she is annoyed and/or is making a complaint, you must follow the **formal** procedure.

Recording complaints (both formal and informal), and dealing with them properly, helps us to have a better relationship with our customers – we can make sure that any issues raised are dealt with, and make long term changes if necessary.

SCOTTISH LEGAL AID BOARD

COMPLAINTS PROCEDURE – STAFF BRIEFING NOTES

1. INTRODUCTION

A new complaints procedure has been introduced within the Board. The full procedure is being circulated to all staff and line managers should use this summary as a basis for discussing the new procedure with staff during team briefings.

Complaints are important; we actively seek and listen to our customers' views and welcome complaints as well as positive comments.

Handling complaints properly shows that we

- listen to our customers' views
- learn from and, where possible, rectify our mistakes
- continually try to improve our service.

It is important, therefore, that we have a culture where we welcome complaints as an opportunity to improve our service. We should not be afraid of complaints, and we need to know that if things have gone wrong we will be treated fairly – mistakes happen, and we all need to work together to get things right.

A working definition of a complaint may be “any expression of dissatisfaction that needs a response”. But it is important to remember that our complaints procedure is concerned with the administration of the Board and the service we provide – it does not cover operational decisions although it may cover the way in which those decisions have been reached.

Remember – if the person contacting you thinks the issue they are raising is a complaint, then it is a complaint. If you are in any doubt, treat it as a complaint.

2. SUMMARY OF PROCEDURE

There are three stages to the complaints procedure –

Stage 1 – informal complaints

Many complaints relate to simple administrative matters that can easily be resolved on the spot (for example, you have forgotten to send an attachment with a letter, or failed to answer all of the questions someone asked you). These are borderline “complaints”, and do not need to be treated as formal complaints. We still need to record these, however, so that we can find ways to improve on our service and prevent minor irritations becoming serious problems in the eyes of our customers.

If you deals with a minor complaint like this, you should fill in form INF/COM/1 and hand it to your line manager, so that s/he can complete a monthly report on this type of complaint.

Stage 2 – formal complaints

If the matter cannot be sorted out on the spot, or if the customer is making it clear that s/he wishes it to be treated as a complaint, you must follow the procedure for a formal complaint. Formal written complaints should be addressed to the Director of the relevant Department. Each Director will designate certain officers to deal with complaints (for example, in his absence or to investigate complaints on his behalf). Only designated complaints officers may deal with formal complaints, and you should refer telephone and in-person complaints to a person within your area who has been authorised to deal with complaints. All formal complaints are recorded on form F/COM/1 and monitored to ensure that appropriate action is being taken to prevent recurrences.

The Director will acknowledge the complaint within five working days. If the complaint has been made verbally s/he will summarise the complaint in a letter.

Stage 3 – reviews

If the complainer is not satisfied with our response to a formal complaint, s/he should be advised that s/he may contact the Chief Executive. It would be helpful if, at this stage, complaints could be made in writing, but if a complainer does not wish to do so, someone authorised to deal with complaints should take the details, complete form F/COM/1 and pass the details to the Chief Executive.

3. TIMESCALE

It's important that we deal with complaints promptly and courteously.

- Written complaints must be acknowledged within five working days and a full response given within 28 calendar days, excluding public holidays.
- Telephone complaints should be replied to on the same day if possible, or by close of business the following day at the latest. A full reply must be made within 28 calendar days.

4. ADMINISTRATIVE PROCEDURE AND COMPLAINTS DOCUMENTATION

All areas should have supplies of complaints forms, and they are also installed as templates on PCs.

4.1 Simple, easily resolved problems (informal complaints)

If you receive an informal complaint, record it on form INF/COM/1, and give the form to your team leader for monitoring and collation. Team leaders should send (or e-mail) these to the Secretariat at the end of each month.

4.2 Formal complaints

If you receive a formal complaint, you should immediately send (or e-mail) the completed form F/COM/1 to the Secretariat for registering. It will be returned to you with a reference number. You should not delay taking action on the complaint while the reference number is allocated.

- At the end of each month, until the complaint is fully dealt with and closed, the team leader should send a copy of the form, with reference number, to the Secretariat together with a report on the current status of the complaint.
- When the complaint is finally dealt with, the team leader should send a copy of the completed form to the Secretariat, together with a copy of the final response or, in the case of a telephone complaint or complaint by a caller to the office, a copy of the record of the conversation.

4.3 Matters outwith the Board's control

Take details of the complaint and record them on NA/COM/1. Send the form to the Secretariat immediately.

4.4 Complaints channelled through the Secretariat

Where the complaint is channelled through the Secretariat, the form will be attached to the complaint when it is forwarded for a draft response. The person preparing the draft should complete the remaining details on the form, which should be returned with the draft to the Secretariat. Once completed, the Secretariat will retain the form, and a copy should be placed on any relevant file.

4.5 All complaints

If there is a file relating to the case, make sure that a copy of the form and response is also placed on that file.

The Secretariat is responsible for identifying any recurring problems and drawing these to the attention of the Executive Team and Board so that any longer term action can be taken.

All complaints will be independently reviewed on a quarterly basis by Board members. The report to the Board will contain information about trends in the pattern of complaints, and also substantive information about content of the complaints received.

5. CONFIDENTIALITY

If you receive a complaint by telephone, it is important to ensure that you do not breach confidentiality in any way.

If the caller is an **applicant**, calling in relation to their application, ask for their

- name
- date of birth
- mother's maiden name
- contact phone number, as on the application
- reference number, if known

explaining that we need this information to protect their own confidentiality.

If the caller is an **opponent**, ask them for

- their name
- their telephone number
- the name of the applicant
- the case reference number from the intimation document.

If you are in any doubt about whether you can discuss a case with someone over the telephone, always check with your team leader.

GUIDANCE NOTES FOR BOARD STAFF

SCOTTISH LEGAL AID BOARD

COMPLAINTS PROCEDURE

1. INTRODUCTION

The Board aims to provide a high level of service to all its customers.

Complaints are important; we actively seek and listen to our customers' views and welcome complaints as well as positive comments.

Handling complaints properly shows that we

- listen to our customers' views
- learn from and, where possible, rectify our mistakes
- continually try to improve our service.

It is important, therefore, that we have a culture where we welcome complaints as an opportunity to improve our service. We should not be afraid of complaints, and we need to know that if things have gone wrong we will be treated fairly – mistakes happen, and we all need to work together to get things right.

This document describes our procedure for handling complaints from external customers.

2. SUMMARY

There are three stages to the complaints procedure –

Stage 1 – informal complaints

Many complaints relate to simple administrative matters that can easily be resolved on the spot (for example, you have forgotten to send an attachment with a letter, or failed to answer all of the questions someone asked you). These are borderline “complaints”, and do not need to be treated as formal complaints. We still need to record these, however, so that we can find ways to improve on our service and prevent minor irritations becoming serious problems in the eyes of our customers.

Stage 2 – formal complaints

If the matter cannot be sorted out on the spot, or if the customer is making it clear that s/he wishes it to be treated as a complaint, you must follow the procedure for a formal complaint. Formal written complaints should be addressed to the Director of the relevant Department. Each Director will designate certain officers to deal with complaints (for example, in his absence or to investigate complaints on his behalf). Only designated complaints officers may deal with formal complaints, and you should refer telephone and in-person complaints to someone in your area who is authorised to deal with complaints. All formal complaints are recorded and monitored to ensure that appropriate action is being taken to prevent recurrences.

The Director will acknowledge the complaint within 5 working days. If the complaint has been made verbally s/he will summarise the complaint in a letter.

Stage 3 – reviews

If the complainer is not satisfied with our response to a formal complaint, s/he should be advised that s/he may contact the Chief Executive. It would be helpful if, at this stage, complaints could be made in writing, but if a complainer does not wish to do so, an officer authorised to deal with complaints should take the details, complete form F/COM/1 and pass the details to the Chief Executive.

3. OBJECTIVES

The procedure is designed to help us to –

- deal with complaints honestly, thoroughly and timeously
- respond in a way that satisfies, as far as possible, the concerns of the complainer
- demonstrate to the complainer that we are treating their complaint seriously, and dealing with it confidentially, objectively, fairly and properly
- end up with a customer whose opinion of the Board is high because we handled their complaint well
- use complaints information to improve our processes and systems
- provide advice to Scottish Ministers on legal aid issues.

4. COMPLAINER AND COMPLAINT CATEGORIES

Examples of complainers

A “customer”, for the purposes of recording complaints, may be any member of the public or legal profession, or other organisations – for example

- an applicant or assisted person
- an applicant’s or assisted person’s solicitor
- an applicant’s opponent
- the Scottish Executive or other government department
- a person within the Scottish legal system
- a Citizens Advice Bureau
- an MP or MSP

What is and isn’t a complaint

A working definition of a complaint may be “any expression of dissatisfaction that needs a response” but it is important to remember that our complaints procedure is concerned with the administration of the Board and the service we provide – it does not cover operational decisions although it may cover the way in which those decisions have been reached.

A complaint may be about any aspect of administration or service, for example, –

- a delay or failure to respond to a request for information
- delays in decision making
- communication (poor telephone call handling, unclear letters etc.)
- maladministration (sending the wrong letter, miscalculation on means assessment)
- the attitude of staff
- the way a decision has been reached (for example, failure to consider all the points raised by the applicant or solicitor)
- the Board’s policies
- the behaviour of third parties employed by the Board, for example, investigators or debt collectors.

Someone may disagree with an operational decision of the Board – for example,

- their application for legal aid has been refused
- sanction for employment of an expert witness has been refused
- they have been offered legal aid, but asked to pay a contribution.

These kinds of issue are not complaints about the administration and you should not treat them as such. Instead, tell the person who is complaining what rights s/he has (for example, to apply for a review or reconsideration) or, if you do not know, arrange for someone who does know to speak to them or contact them.

Remember – if the person contacting you thinks the issue they are raising is a complaint, then it is a complaint. If you are in any doubt, treat it as a complaint.

Complaints may be raised about issues which are outwith the Board's control. Although these will not be recorded as formal complaints, the information will be collated to assist the Board in its advisory role.

Also remember that we record complaints to make sure that any issues raised are dealt with, and to allow us to make long term changes if necessary – not to generate statistics.

5. RECEIVING COMPLAINTS

Complaints may be made to the Board by

- telephone
- mail
- fax
- e-mail or through our Web page
- in-person visits.

This section deals with the immediate action you should take on receiving a complaint. Section 6 deals with how to respond.

Only staff at deputy team leader grade and above who have been authorised to deal with complaints and have received specific training on this may deal with formal complaints. You may, however, deal with minor administrative problems such as those described in 5.1.1 yourself. Unless you are authorised to deal with complaints, you must pass on any other complaint immediately to an authorised person.

5.1 Telephone calls

If you receive a telephone complaint you should always be polite and helpful. As a matter of courtesy, where it appears that a telephone call is going to be lengthy, you should offer to telephone back the complainer immediately.

It is important not to discourage people from making complaints by telephone, but at the same time we can often deal with them more effectively in writing. If it seems appropriate during your conversation, ask them if they would like to write to us.

Occasionally, we may receive telephone calls from complainers who have difficulty in making their complaint clear to us – because they are not fluent in English, because of speech or hearing problems or other difficulties. It is important that we treat people with these difficulties with sensitivity and, if necessary, give them help in formulating their complaint. You should always refer such complainers to someone authorised to deal with complaints.

5.1.1 Simple, easily resolved problems

If someone phones you with a simple complaint about an administrative matter you can deal with immediately (for example, an attachment has been omitted from a letter, and you can send it to them with an apology), do so. This is treated as an informal complaint, which does not need to be referred to your line manager. However, you should nonetheless record it on form INF/COM/1 so that it can be used as management information. This information should be collated by each team leader and sent to the Secretariat on a monthly basis.

5.1.2 Formal complaints

Unless you have been able to resolve the complaint immediately as described in 5.1.1 –

i) if you are not authorised to deal with complaints

- explain that you are not authorised to deal with complaints, but that you can arrange for someone else to deal with the complainer
- suggest to them that you could send them a complaints leaflet and form or that if they like, someone will ring them back to discuss the complaint
- if they want someone to ring them back
 - fill in form F/COM/1
 - get brief details of what the complaint relates to (for example, if it is an application or an account and, if so, any relevant legal aid reference number(s), if known)
 - ask them for their name and phone number
 - if the caller is an **applicant**, calling in relation to their application, ask for their
 - name
 - date of birth
 - mother's maiden name
 - contact phone number, as on the application
 - reference number, if knownexplaining that this information is needed to protect their own confidentiality
 - if the caller is an **opponent**, ask them for
 - their name
 - their telephone number
 - the name of the applicant
 - the case reference number from the intimation document
 - explain that, if the complaint relates to a specific case, it may take a little while to obtain the information needed to discuss it with them
 - give them an indication of when someone will contact them – if at all possible, this should be on the same day, and must be no later than the next working day – explain that while someone will ring them then, a full response may take longer if the complaint is complex
 - note all details carefully and pass the form to the person who is to deal with the complaint
 - if there is a file relating to the case, make sure that a copy of details is also placed on that file.
- if they agree to write to us
 - offer to send them our complaints leaflet and explain that gives details of our procedures for dealing with complaints
 - explain to them that the leaflet also includes a form with a freepost address for replying, which they may like to use – if they prefer to write, ask them to address their complaint to the Director and explain that it would be helpful if they could include their name and address, together with any relevant legal aid references and full details of their complaint

ii) if you are authorised to deal with complaints

- get brief details of what the complaint relates to (for example, if it is an application or an account and, if so, any relevant legal aid reference number(s))
- ask them for their name and phone number
 - if the caller is an **applicant**, calling in relation to their application, ask for their
 - name
 - date of birth
 - mother's maiden name
 - contact phone number, as on the application
 - reference number, if knownexplaining that this information is needed to protect their own confidentiality
 - if the caller is an **opponent**, ask them for
 - their name
 - their telephone number

- the name of the applicant
- the case reference number from the intimation document
- ***if you are able to deal with the complaint immediately and to the complainer's satisfaction*** (for example, if the information you need is readily available from the computer system, or the complaint is of a general nature and does not involve referring to a file)
 - confirm with the complainer that they are happy that you have effectively dealt with their concerns
 - attach a note of the conversation to the case file or other appropriate file
 - record it on form INF/COM/1 – this information should be collated by each team leader and sent to the Secretariat on a monthly basis.
- ***if you cannot deal with the matter immediately***
 - offer to ring them back or write to them
 - if they want you to ring back
 - explain that, if the complaint relates to a specific case, it may take a little while to obtain the information needed to discuss it with them
 - make sure they know your name and extension number, and give them an indication of when you will contact them
 - ring back on the same day if possible, and no later than the next working day – if the complaint is complex you may have to explain at this stage that a full response will take longer to deal with
 - if you find that you are unable to deal with the complaint, pass it on to someone else who can, and who is authorised to do so – make sure that this person contacts the complainer within the timescale you discussed with the complainer, or if they are unable to do so, telephone the complainer to tell them so and to tell them who is now dealing with the matter
 - acknowledge the complaint in writing, confirming brief details of what you believe to be the substance of their complaint, and stating that the complaint has been recorded
 - if they agree to write to us
 - offer to send them our complaints leaflet and explain that it gives details of our procedures for dealing with complaints
 - explain to them that the leaflet also includes a form with a freepost address for replying, which they may like to use – if they prefer to write to us it would be helpful if they could include in their letter their name and address, together with any relevant legal aid references and full details of their complaint
- if a complaint is about you or another individual, you must refer it upwards to the line manager of the individual concerned – you should not discuss a complaint against an individual with anyone other than the line manager concerned.

5.2 Written complaints

5.2.1 Where a complaint has been sent to a Director, he will arrange for the complaint to be acknowledged, investigated and receive a full response. The Director may delegate some or all of these functions to a designated complaints officer. Form F/COM/1 should be completed.

5.2.2 Where a complaint has been directed to a member of staff or department, if it is a simple matter that can be dealt with immediately, do so and record it on form INF/COM/1. In all other cases, pass it immediately to the relevant Director.

5.2.3 Where a complaint has been directed to the Chairman or Chief Executive, s/he will read it and pass it to the Secretariat. In these circumstances, the Secretariat will acknowledge it, complete the details on form F/COM/1, and pass the complaint on to the appropriate department with a deadline for a draft response to be returned to the Secretariat.

The acknowledgement will, where possible, name the person to whom the complaint has been

referred. If this is not possible, the person acknowledging it (normally a member of the Secretariat) will be the first point of contact if the complainer telephones regarding the complaint.

5.3 Fax/ e-mail/ Web

Complaints received through fax or e-mail should be treated as if they had been made in writing.

Importantly, no replies or confidential information should be sent out to members of the public using fax or e-mail. If you are in any doubt about confidentiality, check with the Secretariat.

5.4 In-person visits

Where someone comes into the office to complain, an authorised member of staff should deal with them. The complaint should be treated in the same manner as a telephone complaint.

6. DEALING WITH THE COMPLAINT

The procedure for acting on complaints is the same regardless of whether a complaint is made in writing, by phone or in person. All complaints should be dealt with as quickly as possible.

Very occasionally, you may receive an anonymous complaint. You should still investigate this as far as possible and take any remedial action that is appropriate: obviously, you will not be able to respond to the complaint. You should complete form F/COM/1 and send it to the Secretariat.

6.1 Timescale

You must respond to all written complaints within the Board's targets for correspondence – that is, acknowledged within 5 working days and a full response given within 28 calendar days, excluding public holidays. If a response cannot be given within 28 calendar days, a letter explaining the reasons for the delay must be sent to the complainer. To allow these targets to be met, the Secretariat will include a deadline for a draft response when assigning complaints.

Telephone complaints should be replied to on the same day if possible, or by close of business on the following day at the latest. A full reply must be made within 28 calendar days.

6.2 Action to resolve complaint

Resolving the complaint involves

- responding to the complainer in a way that satisfies them that their complaint has been properly dealt with
- taking any immediate action needed to remedy the specific problem
- recording the problem so that any longer term implications can be considered and appropriate steps taken to prevent recurrence or further problems.

6.2.1 Investigating and responding to complaints

All complaints must be fully investigated and responded to.

Although, wherever possible, and where authorised, staff are encouraged to deal with complaints directed to them personally, this does not mean that you should always rely solely on your own investigation before responding.

If you receive a complaint about something you have dealt with yourself, but the complaint is not directly about your actions or behaviour, and you are authorised to deal with complaints, you may investigate and reply to the complaint yourself. However, after thoroughly investigating the background and contents of the complaint, refer to your line manager to check that your understanding of both facts and policies is correct.

If you receive a complaint about the actions or behaviour of someone reporting to you, you may deal with this provided you are confident that you are fully aware of all the facts relating to the case and that you have the knowledge to deal with the matter.

If the complaint is about an individual who does not report to you, or relates directly to your own behaviour or actions, immediately refer it upwards to the line manager of the individual concerned.

In your response, **do**

- show that the Board welcomes, and listens to, feedback about its services
- say that we are sorry that they have not been satisfied with our service
- say that we have investigated their complaint
- where possible, give brief details of the outcome of this investigation (without going into technical detail)
- where possible, explain what action we are taking to remedy the situation, or explain why no action would be appropriate
- if, because of confidentiality, we cannot discuss the outcome of an investigation or the action to be taken, explain this
- apologise for any errors etc on the part of the Board
- thank them for drawing the matter to our attention
- ask them to let us know if there is anything else that we can do to help them in this case – and telling them what the procedure is if they are still dissatisfied with our response.

Don't

- argue with complainer, or attempt to deter them from making a complaint
- blame some other department or undermine the Board in any way.

If you are speaking to the complainer, confirm with them that as far as possible you have effectively dealt with their concerns.

6.2.2 Immediate action

The person who deals with the complaint, regardless of whether they are the initial point of contact or whether the complaint has been referred to them by the Chief Executive or a Director, owns the complaint and is responsible for ensuring that the appropriate action to resolve the immediate problem is taken.

7. REVIEW PROCEDURE

If a complainer is not satisfied with the initial response to his/her complaint, s/he may complain to the relevant Director and, if still dissatisfied, to the Chief Executive.

If a complainer has exhausted all our procedures for complaint and is still not satisfied, they should be given details of the procedure for complaining to the Scottish Parliamentary Commissioner for Administration, and information about the types of complaints he can consider. Explain that they will need to go through their MSP if they wish to complain to the Commissioner.

8. CLOSURE

A complaint is closed when the procedures in 5.1.1 have been completed and the complainer has not asked for a review within 28 days.

In some circumstances the Chief Executive may give his authority for a complaint to be closed despite continued correspondence from the complainer. This would take place if he considers that, after prolonged correspondence, the Board has fully addressed and responded to the issues raised. At his discretion, he may involve the Chairman or Board members in this decision. The complainer should be informed of the decision to close the correspondence. Any further correspondence from the complainer should be carefully checked to ensure that it does not contain new issues that merit a response.

If the Chief Executive decides to close a complaint, the complainer will be informed of his/her right to ask, through his/her MSP, for a review by the Scottish Parliamentary Commissioner for Administration.

9. ADMINISTRATIVE PROCEDURE AND COMPLAINTS DOCUMENTATION

All areas should have supplies of complaints forms, and they are also installed as templates on PCs.

9.1 Simple, easily resolved problems (informal complaints)

If you receive an informal complaint, as defined in section 5.1.1, record it on form INF/COM/1, and give the form to your team leader for monitoring and collation. Team leaders should send (or e-mail) these to the Secretariat at the end of each month.

9.2 Formal complaints

If you receive a formal complaint (as defined in 5.1.2 and 5.2), you should immediately send (or e-mail) the completed form F/COM/1 to the Secretariat for registering. It will be returned to you with a reference number. You should not delay taking action on the complaint while the reference number is allocated.

You should send a copy of the form, with reference number, with a report on the current status of the complaint to the Secretariat at the end of each month until the complaint is fully dealt with and closed. When the complaint is finally dealt with, a copy of the final response or, in the case of a telephone complaint or complaint by a caller to the office, a copy of the record of the conversation should be sent with the copy of the form.

9.3 Matters outwith the Board's control

Take details of the complaint and record them on NA/COM/1. Send the form to the Secretariat immediately.

9.4 Complaints channelled through the Secretariat

Where the complaint is channelled through the Secretariat, the form will be attached to the complaint when it is forwarded for a draft response. The person preparing the draft should complete the remaining details on the form, which should be returned with the draft to the Secretariat. Once completed, the Secretariat will retain the form, and a copy should be placed on any relevant file.

All complaints

If there is a file relating to the case, make sure that a copy is also placed on that file.

The Secretariat is responsible for identifying any recurring problems and drawing these to the attention of the Executive Team and Board so that any longer term action can be taken.

All complaints will be independently reviewed on a quarterly basis by Board members. The report to the Board will contain information about trends in the pattern of complaints, and also substantive information about content of the complaints received.

SCOTTISH LEGAL AID BOARD

COMPLAINTS FORM

Reference number: (CEO use only)

Details of complaint

Complaint received by

Division Choose from list

Type Choose from list

Assoc. blue folder ref. no. if applicable

DETAILS OF COMPLAINER

Name

Type of complainant Choose from list

Address

Telephone number

Method of communication Choose from list

Reference number (if appropriate)

Date Received

Division transferred to if applicable.

Choose from list

Name of person to acknowledge complaint

Date to be acknowledged by

Name of person allocated to respond

Date to be responded by

Nature of complaint (Choose from list and/or give brief details below. Please give details for categories marked *.)

Action taken (including holding letters etc)

Status of complaint Choose from list

Was the complaint justified? Yes No

If justified, steps taken to avoid complaint reoccurring

Date closed if completed before passing to Chief Executive's Office