

# **WARGRAVE HOUSE LIMITED**



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**COMPLAINTS,  
SUGGESTIONS AND  
COMPLIMENTS POLICY  
AND PROCEDURE**

To be reviewed  
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To be reviewed by the School Budget and Internal Affairs Committee

**Comments and Complaints**  
(Supporting service users to express their views)

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## **Foreword**

Wargrave House Limited's 'Comments & Complaints' Policy is based on the firm belief that those who use Wargrave House services, parents and any other person who has sufficient interest in the school, should be able to complain if any aspect of our services or activities does not meet the high standards that they have a right to expect. The 'Complaints, suggestions & Compliments' Policy is one of a range of policies and procedures that aim to give stakeholders a voice and to encourage the full participation and involvement of service users.

Wargrave House Limited aims to achieve the highest standards in all our activities, but there will be occasions when complaints arise. We take all complaints very seriously and are committed to ensuring that they contribute to the continuous improvement and development of our services.

A written document cannot cover every eventuality or circumstance that might arise. If you have any queries, you can seek advice from a Senior Manager whose role is to provide guidance on any aspect of complaints and to spread good practice in handling them.

In the spirit of continuous improvement, we have built in a review mechanism for the procedure and the way in which it operates. If you have any comments about the 'Complaints, suggestions & Compliments' Policy, please address them to the Director of Services at Wargrave House Limited's registered office.

### **1.10.1 Introduction**

Wargrave House takes all complaints seriously. Complaints give us important feedback on how well we are meeting the needs of people who use our services, by giving them a voice. A strong complaints system enables us to listen to what our customers are saying in order to change things so that children and young people with an Autistic Spectrum Disorder have equal rights and opportunities in a changing world. Compliments and suggestions for how to do things better, also help us to improve our services.

Wargrave House has a 'Complaints, suggestions & Compliments' Policy to make sure complaints, compliments and comments are handled properly.

All Wargrave House service users are covered by this Policy including individuals, organisations and donors.

### **1.10.2 Definitions**

Wargrave House defines a complaint as an expression or statement of dissatisfaction or concern which requires a response, however made, about any aspect of Wargrave House Limited or Wargrave House Services, actions or activities.

The person making a complaint will be known as the 'complainant'.

### **1.10.3 General information**

This 'Complaints, suggestions & Compliments' Policy is intended for users of Wargrave House Limited or Wargrave House services and therefore does not apply to employees.

Appropriate policies and procedures related to employment and terms and conditions of service are available for employees. Wargrave House 'Staff Grievance and Disciplinary Procedure', for example, provides a framework for use where an employee may feel that he/she has a difficulty or problem that cannot be resolved through normal line management arrangements.

More detailed and specific advice on the 'Grievance Procedure' or any other employment / terms and conditions related procedures may be obtained from the Finance and Personnel office.

Some services may have additional procedures to follow because they need to meet external standards for providing their particular service. For example, there are additional requirements for services for children at Wargrave House (see page 13).

Wargrave House services, departments and workplaces must make sure that:

- People know how to complain and who they can complain to.

- They set up a file to keep records of all complaints received, called 'Service Complaints Log'.
- They provide details about the 'Complaints, suggestions & Compliments' Policy in appropriate formats for all service users. This should include information about who outside of Wargrave House a complainant can go to if they wish.
- Complaints will be recorded on Service Users' files in order to identify any pattern of complaint relating to an individual, and to inform the care planning process.

All complaints must also be dealt with in a way that is consistent with Wargrave House diversity, equal opportunities and data protection policies.

Everyone who makes a legitimate complaint about Wargrave House must feel totally confident that they will not be victimised in any way for making a complaint.

It must be decided as soon as the complaint is received as to who is the right person to be dealing with the complaint. This will be dependent on who or what the complaint is about.

Where a complaint relates to more than one department, a 'Lead Officer' should be designated.

Complaints should be investigated as quickly as possible, and all staff must help to make sure the investigation is thorough and quick.

When a complaint is received, 'Complaint Recording Form A' (see page 18) must to be filled in. One copy to be kept in the 'Service Complaints Log', stored in the Director of Services' office and a copy to be kept by the relevant Complaints Officer. 'Complaint Outcome Form B' should be completed once the complaint has been resolved and this must be filed in the 'Service Complaints Log' with a copy being retained by the relevant Complaints Officer.

Where a parent, advocate or other person makes a complaint to Wargrave House on behalf of a customer or service user, the person receiving the complaint should ensure, so far as he/she is able, that the parent, advocate or other person is assisting or advocating with the complainant's consent, subject to age and understanding, and that the complaint originates from the complainant and not the person assisting on their behalf. This does not mean that Wargrave House will not accept complaints from external people. Wargrave House will accept and act appropriately on all complaints received.

Staff employed by Wargrave House must not act as advocates for complainants when a complaint is being made about a Wargrave

House service as this might involve a conflict of interest. They can however, assist people with a learning disability to have the support they want (including outside advocates) when making complaints or suggestions, in finding someone to act as an advocate.

Wargrave House wishes to make the Complaints Procedure as accessible as possible to all service users. All complainants have the right to make a complaint in their chosen method of communication and the Complaints Procedure will be made available in alternative accessible formats where required. In the case of a verbal complaint, whoever receives the complaint should document it and read it back to the complainant to ensure that they have understood and recorded accurately. It should then be passed on to the appropriate person for investigation.

Wargrave House will usually request that the complainant identify themselves, unless there are specific reasons why this may not be safe or appropriate. Anonymous complaints are difficult to investigate and resolve, and can result in a situation continuing for longer than it should. Upon receipt of an anonymous complaint, the person receiving the complaint will need to make a decision as to whether to investigate the matter further, dependent on the seriousness of the complaint and credibility of the concerns being expressed.

Where services are registered with the Care Quality Commission, or Department of Health & Social Services and Public Safety, service users must be provided with the address and telephone number of the relevant regulatory agency, and supported to make contact with these where appropriate.

Where the Director of Services or other Senior Manager considers a complaint to be deliberately repetitious or vexatious, they may, at any stage of the Complaints Procedure, review such a complaint and give a decision without a formal investigation.

Again, if a complaint is substantially the same as a previous complaint made by the same complainant within the previous six months, the Director of Services or other Senior Manager may choose not to investigate.

Complaints will be recorded centrally in order to identify any pattern of complaint relating to all or a group of Service Users. This record will contain minor complaints in addition to serious complaints, and will be accessible to all staff for them to make appropriate entries in a timely fashion. The central information will be regularly reviewed and summarized. The summary will be regularly considered by the Senior Management Team and a copy of the summary will be submitted to the Care Quality Commission annually.

#### 1.10.4 Using the correct Procedure

This table is to help decide on the correct procedure to follow. It may be necessary to use one or more of these at the same time.

Issue	Procedure
Person or Organisation dissatisfied with any aspect of Wargrave House services or activities that do not fall within the definition of any of the below.	Complaints Procedure
Complaints about Wargrave House Limited or Children's Services.	Complaints Procedure
Staff Grievance relating to any aspect of work or conditions of employment.	Grievance Procedure
Staff complaint relating to bullying or harassment.	Grievance Procedure Harassment Procedure
Malpractice or fraud taking place within the Company.	Whistle blowing
Volunteer misconduct.	Disciplinary Procedure
Suspected or alleged adult abuse.	Safeguarding Procedure Adult Protection Procedure
Suspected or alleged child abuse.	Safeguarding Procedure
Staff misconduct.	Disciplinary Procedure
Alleged or suspected criminal offences committed by Wargrave House employees and matters which should be reported to the Police.	Disciplinary Procedure

#### 1.10.5 Dealing with a Complaint

Complaints should not be confined to serious matters. Relatively minor 'grumbles', including those dealt with on the spot, for example, food served cold, should also be recorded. While some 'grumbles' may be quickly dealt with, they are sometimes ignored and may indicate an underlying problem caused by faulty work procedures, faulty training, or potential Service User needs which require investigation and support.

Some complaints can be handled quickly and easily. Others are more serious or difficult to sort out and may go through several Stages of the procedure before they are resolved.

It is up to the person making the complaint ('the complainant') to decide at which Stage they want the complaint dealt with, and whether they want to take it further. Wargrave House will inform the complainant of their rights at any stage of the procedure.

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A complainant can enter the complaints procedure at any Stage.

### **1.10.6 Complaints Procedure**

On a day-to-day basis, people who use Wargrave House services will raise worries or concerns, or talk about things that have upset them.

All Wargrave House staff have a responsibility to resolve complaints as quickly as possible.

#### **Complaints Procedure - Stage 1:**

Stage 1 involves a local staff member or manager.

What happens in Stage 1?

- The local manager must let the complainant know, in writing (or other appropriate format), they have received the complaint within 5 working days.
- 'Complaint Recording Form A' (see page 18) must be completed and filed in the 'Service Complaints Log' and a copy sent to the Director of Services. The 'letter of complaint' or 'tear-off slip' must also be filed in the 'Service Complaints Log'.
- The local manager must find out what the problem is and aim to resolve the problem within 15 working days.
- If there is any delay, the complainant should be told, in writing (or other appropriate format), what is happening and the reason for the delay.
- Once resolved the 'Complaint Outcome Form B' (see page 19) must be completed and filed in the 'Service Complaints Log' and a copy sent to the Director of Services.
- The complaint should be dealt with in a way that is consistent with other Wargrave House policies.
- It must be made clear to the complainant that if they are still unhappy after this stage, they can take their complaint to Stage 2. They should normally request this within 10 working days of receiving the reply.

#### **Complaints Procedure - Stage 2:**

Stage 2 involves a Designated Senior Manager or Chair of Governors (where the complaint is in relation to Wargrave House Limited). It is for complaints:

- That have not been resolved at Stage 1.
- Where the complainant wants to take the issue straight to a Designated Senior Manager.

## What happens in Stage 2?

- The designated manager must let the complainant know, in writing (or other appropriate format), they have received the complaint within 5 working days.
- 'Complaint Recording Form A' (see page 18) must be completed and filed in 'Service Complaints Log' and a copy sent to the Director of Services. The 'Letter of Complaint' or 'tear-off slip' must also be filed in the 'Service Complaints Log'.
- The designated manager must choose a manager or other competent person to investigate the complaint.
- This person must look into the complaint and prepare a report for senior manager.
- The regional or designated manager must send a reply to the complainant within 15 working days. The reply must be in a format that is accessible to the complainant. A copy of the reply should also be sent to the complainant's advocate, if they have one.
- Once resolved the 'Complaint Outcome Form B' (see page 19) must be completed and filed in the 'Service Complaints Log' and a copy sent to the Director of Services.
- If there is any delay, the complainant should be told what is happening and the reason for the delay.
- The complaint should be dealt with in a way that is consistent with other Wargrave House policies.
- It must be made clear to the complainant that if they are still unhappy after this stage, they can take their complaint to Stage 3. They should normally request this within 10 working days of receiving the reply. This would normally be the Director of Services or Chair of Trustees.

## **Complaints Procedure - Stage 3:**

Stage 3 involves the Director of Services or Trustees. It is for complaints:

- That have not been sorted out at Stage 2.
- Where the complainant wants take the complaint straight to the Director of Services or Chair of Trustees.

## What happens in Stage 3?

- The Director of Services or Chair of Trustees, must let the complainant know, in writing (or other appropriate format), they have received the complaint within 5 working days.

- The Director of Services or Chair of Trustees may choose a senior manager or other competent person to investigate the complaint.
- This person must investigate the complaint and prepare a report for whichever of the above people received the complaint within 15 working days.
- ‘Complaint Recording Form A’ (see page 18) must be completed and filed in the ‘Service Complaints Log’ along with the ‘Letter of Complaint’ or ‘tear-off slip’.
- The Director of Services or Chair of Trustees must send a reply to the complainant within 15 working days. The reply must be in a format that is accessible to the complainant. A copy of the reply should also be sent to the complainant’s advocate, if they have one.
- If there is any delay, the complainant should be told what is happening and the reason for the delay.
- The complaint should be dealt with in a way that is consistent with other Wargrave House policies.
- Once resolved the ‘Complaint Outcome Form B’ (see page 19) must be completed and filed in the ‘Service Complaints Log’.
- A copy of ‘Complaint Outcome Form B’ must be retained by the relevant Service Manager.

### **1.10.7 Complaints to an Outside Organisation**

Stage 3 is the final part of the Wargrave House complaints procedure. If the complainant feels that Wargrave House has not treated the complaint fairly or not done what it reasonably could then it may be appropriate for them to raise the concern with an outside agency or organisation.

Complainants also have the right to raise their concern with an outside organisation at any stage if they wish. For example:

- Care Quality Commission (CQC)

Please insert contact details for your local CQC Office below:

<p>CQC Address: Care Quality Commission  CQC National Correspondence  PO Box 1258  Newcastle Upon Tyne NE99 5AU</p>
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- Social Services
- OFSTED (for children's services)

OFSTED Address:      Royal Exchange Buildings  
                                  St Ann's Square  
                                  Manchester  
                                  M2 7LA

- Adult Learning Inspectorate
- Department of Health, Social Services and Public Safety

### 1.10.8 Recording Complaints

All complaints must be recorded in the same way. This helps Wargrave House monitor complaints and produce information that can help us develop and continue to improve our services.

**NB** Only one 'Complaint Recording Form A' and 'Complaints Outcome Form B' should be completed if complainants go through two or more Stages.

#### How do I record a complaint?

When a complaint is received:

- Record it on 'Complaint Recording Form A' (see page 19).
- Set up a file called 'Service Complaints Log'.
- Keep one copy of the 'Complaint Recording Form A' in this file.
- Keep the original complaint or 'tear-off slip' in this file.
- Send a copy of the 'Complaint Recording Form A' to the Director of Services.
- Once resolved complete 'Complaint Outcome Form B' (see page 19) and file this in the 'Service Complaints Log'. Also send a copy of this to the Director of Services.
- If the complaint has gone in at Stage 3 copies of all forms must be sent to the 'Complaints Co-ordinator', who may be the Director of Services or Chair of Trustees or other appointed person where relevant.

A 'Service Complaints Log' is a File system set up which will be a central place for each service to keep records of complaints. The 'Service Complaints Log' should be kept with the local Senior Manager, and summarized on the 'Service Complaints Log' (Appendix D).

### **1.10.9 Recording Compliments**

Whoever receives the compliment is responsible for feedback to the relevant service. The compliment must to be kept in a 'Compliments File' within the service. If it is deemed appropriate an acknowledgment of the compliment can be made using 'Compliment Recording Form C' (see page 20).

### **1.10.10 Reviewing and Monitoring Complaints**

Line managers must make sure that any action agreed as a result of a complaint is carried out.

A 'Central Complaints Log' will be kept of all complaints received to monitor if they were resolved and within given timescales. The Director of Services will use this to write an annual report for the Trustees and/or Governing Body and a quarterly report for the Senior Management Team.

The 'Complaints Co-ordinator' can also ask for feedback from complainants on how their complaint was handled and if it was resolved to their satisfaction. This will help us to find out if any changes need to be made to the complaint's procedure.

Service Managers will review the complaints received with a view to amending current practice.

### **1.10.11 Summary of Complaints Procedure**

#### **Stage 1**

To the local Service Manager or local staff

- Acknowledge by letter within **5** working days
- Complete 'Complaint Recording Form A'
- Investigate complaint and respond to complainant within **15** working days
- Complete 'Complaints Outcome Form B' when resolved

#### **Stage 2**

To the relevant Senior Manager

- Acknowledge by letter within **5** working days
- Complete 'Complaint Recording Form A'
- Investigate complaint and respond to complainant within **15** working days
- Complete 'Complaints Outcome Form B' when resolved

### Stage 3

To the Trustees or Director of Services

- Acknowledge by letter within **5** working days.
- Complete 'Complaint Recording Form A' – copy to 'Complaints Co-ordinator'
- Investigate complaint and respond to complainant within **15** working days
- Complete 'Complaints Outcome Form B' – copy to 'Complaints Co-ordinator'

#### 1.10.12 Complaints about Children's Services



When dealing with complaints about a Children's Service, complaints are handled somewhat differently. This is because the law sets out a complaints procedure for some Children's Services. For this purpose a Children's Service includes Wargrave House Limited; Wargrave House Extended Schools Services; Short-term Break provision and Outreach Services.

If you are dealing with a complaint about a Children's Service, you should still follow the general guidance and the guidelines for handling complaints, Stage 1 and Stage 2. Additional requirements follow.

The Wargrave House complaints process should be suspended if:

- There are issues about possible harm or risk which would be more appropriately addressed by Local Safeguarding Children Board.
- There is a Police investigation pertinent to the complaint; or
- If the complainant chooses to seek legal redress.

## **Who can make a complaint about a children's service?**

Under the 'Children Act', a complaint can be made by:

- The child or young person themselves
- Their parent or anyone with 'Parental Responsibility'
- Others, such as people from other organisations working with the child

## **Receiving a complaint about a Children's Service - Stage 3**

- The senior manager must acknowledge the complaint within 5 working days
- Recording of the complaint must be followed as per Wargrave House Complaints Procedure and recorded on 'Complaint Recording Form A' and 'Complaints Outcome Form B' as usual. Copies must be filed in the 'Service Complaints Log' and copies sent to the Director of Services.
- The 'Letter of Complaint' or 'tear-off slip' must be filed in the 'Service Complaints Log'.
- The senior manager must assign an 'Independent Person', who has received appropriate training in both 'Dealing with Complaints' and 'Working with and Supporting Disabled Children'.
- The senior manager must make sure the complainant knows the complaints procedure and where to get help in making their complaint.
- The senior manager must tell parents and others with parental responsibilities about the complaint.
- Where it is clear that the disclosure to the child or young person may harm their relationship with others or the involvement of the persons with parental responsibility will place the child or young person at increased risk of harm, abuse or exploitation, then they will normally not be informed.
- The senior manager must tell the Director of Services or other 'Designated Complaints Officer' about the complaint straight away.
- The senior manager and an 'Independent Person' must look at the complaint together and make sure any necessary investigation is carried out. If it is the Service Manager who is being complained about, the Head of Education and the 'Independent Person' will look at the complaint.

- The 'Independent Person' must be involved in any decisions about action to be taken as a result of the complaint.
- The senior manager must provide the child with appropriate information about independent advocacy and offer to help obtain an advocate.

### **Responding to a complaint about a Children's Service**

The senior manager must send a reply to the complainant within 15 working days. The reply must be in a format that is accessible to the complainant. A copy must be sent to:

- The complainant
- The child or young person on whose behalf the complaint was made (if they did not make it themselves)
- The 'Independent Person'
- The parents or others with 'Parental Responsibility'

Where the child is a resident at Wargrave House or accommodated under Section 20 of the Children Act, the OFSTED Inspectorate must be told about the complaint and its outcome by the Senior Manager/Head of Education/Head of Residential Services.

It must be made clear to the complainant that if they are unhappy with the response, they can ask to have the complaint referred to a panel.

### **Dealing with a complaint through a panel - Additional Stage 4**

*(this only applies to services that provide continuous accommodation for 24 hours or more)*

The senior manager or designated complaints officer must arrange the panel.

The panel must meet within 28 days of Wargrave House Limited receiving the letter requesting a panel.

The panel must look at any spoken or written information from:

- relevant Wargrave House Limited staff
- the complainant (who can be accompanied by a supporter, who can also speak on their behalf)
- the independent person who first looked at the complaint

The panel must make and record their recommendations, with reasons, within 24 hours of the meeting.

They must then send these to:

- the Service Manager (or equivalent senior manager)
- the complainant
- the first 'Independent Person' (if different from the one on the panel)
- the Chair of Governors
- the parents and others with 'Parental Responsibilities'
- The Head of Education must make sure any actions recommended by the panel are carried out

### **Who is a 'Designated Complaints Officer'?**

Every 'Children's Service' should choose a 'Designated Complaints Officer'. This will normally be the Senior or Service Manager. Their job is to:

- make sure the complaints procedure is followed
- make sure all the relevant people know what is happening
- decide who to use as an 'Independent Person'
- keep records about any complaints and their outcomes, and whether time limits for handling the complaints were met

### **Who is the 'Independent Person'?**

An 'Independent Person' must be involved in looking at the complaint. They must be someone who is independent of Wargrave House. For example, they could be someone who works for another similar organisation in the area.

An 'Independent Person' **cannot** be:

- A Wargrave House worker
- A Wargrave House volunteer
- A Wargrave House Trustee
- A National Assembly representative
- A Local Authority Member
- A spouse or partner of any of these people

Wargrave House should have already identified people who would be willing to be the 'Independent Person'. This means they can be called on quickly when a complaint is received.

If there is no access to an 'Independent Person', contact should be made with the 'Complaints Co-ordinator' who can offer advice.

### **Who is on the panel?**

There must be at least 3 people on the panel:

- The line manager of the Service Manager (or the next line manager if he or she has already been involved in the complaint).
- another Wargrave House manager outside the line management of the service the complaint is about
- a Trustee of Wargrave House Limited
- an 'Independent Person' (this can be the same person used earlier, or someone different).
- Where possible, the 'Independent Person' should chair the panel.

### **Who else you can complain to:**

The child or their advocate can talk to an outside organisation at any stage, such as:

- OFSTED
- Care Quality Commission
- Local Social Services Departments
- Department of Health Social Services and Public Safety
- Children's Commissioner

**COMPLAINT RECORDING FORM (A)**

**Identification No:**

**Date Received**

<b>Service Name:</b>			
Name of Complainant Address Tel. No. Name of Representative		Details of Person Receiving Complaint Name Work Address Tel. No. Job title	<b>Date and name of person acknowledging complaint</b>
<b>Monitoring Information</b>			
<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Service User	<input type="checkbox"/> Parent/Carer <input type="checkbox"/> Other
<b>Complaint About:</b>	<input type="checkbox"/> Service User	<input type="checkbox"/> Staff	<input type="checkbox"/> Other ( <i>specify</i> )
<b>Type of Complaint (tick all that apply)</b>		<input type="checkbox"/> Harassment	<input type="checkbox"/> Abuse
<input type="checkbox"/> Delay in receiving a service (D) <input type="checkbox"/> Breach of confidentiality (C) <input type="checkbox"/> Inadequate facilities (IF) <input type="checkbox"/> Ill-treatment (IT) <input type="checkbox"/> Political (P)	<input type="checkbox"/> Sectarian (S) <input type="checkbox"/> Sexual (Sx) <input type="checkbox"/> Physical (PH) <input type="checkbox"/> Racial (R) <input type="checkbox"/> Emotional (E)	<input type="checkbox"/> Inefficiency / ineffectiveness (IF) <input type="checkbox"/> Service Issue Denial/withdrawal/change of service (Ser) <input type="checkbox"/> Behavioral Nuisance Conduct/attitude/manner (B) <input type="checkbox"/> Other (please specify) (O) <input type="checkbox"/> Fundraising Conflict (FC)	
<b>Was the complaint referred under another procedure?:</b> Yes <input type="checkbox"/> No <input type="checkbox"/>			
<b>Please specify</b>			
<b>Details of the complaint (please continue on additional paper if necessary):</b>			
Date and Name of person complaint passed on to if appropriate.			

**COMPLAINT OUTCOME FORM (B)**

**Identification No:**

Service Name:				Date Complaint Received: Date of Outcome
<b>Name of Complainant</b>		<b>Details of Person Receiving Complaint</b>		<b>Was the complaint resolved at</b>
Address		Name		<b>Stage 1</b> <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
Tel. No.		Work Address		<b>Stage 2</b> <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
Name of Representative		Tel. No.		<b>Stage 3</b> <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
		<b>Job title</b>		<b>Was the complainant satisfied</b>  <input type="checkbox"/> <b>Yes</b> <input type="checkbox"/> <b>No</b>
<b>Please provide further details about the complaint outcome/further action here:</b>			<b>Was the Complaint - Upheld:</b> <input type="checkbox"/>  <b>Upheld Partially:</b> <input type="checkbox"/>  <b>Not Upheld:</b> <input type="checkbox"/>	

To be reviewed by the School Budget and Internal Affairs Committee

**Please specify if any changes have been implemented following the outcome of this complaint:**

**Date and name of person sending resolution letter to complainant:**

**Signed:**

**Date:**

**Name:**

**Contact Telephone No.**

**Name and Signature of Data Input Person:**



