

Home-Start Spelthorne Compliment, Concern or Complaints Form



Name and Address of (Compliment/Complainant)		
Content of compliment, concern or complaint Brief summary of compliment, concern or complaint – attach written correspondence if available		
To be completed by Home-Start Spelthorne		
Stage One	Dates	
Compliment, concern or complaint received		
Compliment, concern or complaint acknowledged. Concerns will usually be responded to verbally (but there should be a record of them).		
Compliment, concern or complaint recorded		
Copy to senior staff member		
Stage Two (if applicable)	Dates (*or name)	
Reply by complaint		
Reply acknowledged		
Reply recorded		
Copy to chairperson		
Investigation of complaint commenced		
Name(s) of person(s) investigating complaint	*	
Investigation completed, outcome recorded		
Written response sent to Complainant		
(If applicable) local- Home-Start _____	Complaint No.:	
Stage Three (if applicable)		
Review requested		
Review acknowledged		
Review conducted (by whom) and dates		
Review decision		
Outcome communicated		