

# Official Complaints Procedure

## Complaint Monitoring Form

Please provide this information for monitoring purposes and return this form to Secretarial Support.

Complaint No.

Details of Complaint:

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Service Area/  
Head of Service:

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Upheld/partially/not upheld – please highlight

Remedy or compensation offered (if any)

Has the situation complained about now been resolved?      Yes      No

If 'no', what is the timescale for resolution, if this can be assessed?

Approximate time spent investigating and responding to this complaint

Resultant action taken and any improvements made to the service as a result of this complaint

Was the complaint as a result of inequality of service? (please ✓)

Age	Disability	Gender	Race	Sexuality	Other – please specify
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Any recommendations for the Council as a result of the complaint?