

Appendix 2

To be completed by the relevant person in the local Home-Start (usually the Home-Start manager or senior organiser/co-ordinator).

Home-Start _____		Complaint No.:
Name and Address of Complainant		
Content of Complaint Brief summary of complaint – attach written correspondence if available		
Stage One	Dates	
Complaint received		
Complaint acknowledged		
Complaint recorded		
Copy to chairperson		
Written response sent to Complainant		
Stage Two (if applicable)	Dates (* or name)	
Reply by complainant to response received		
Reply acknowledged		
Reply recorded		
Copy to chairperson		
Investigation commenced		
Name(s) of person(s) investigating complaint	*	
Investigation completed, outcome recorded		
Written response sent to Complainant		