

Appendix 3

To be completed if complainant still dissatisfied after outcome of investigation: Meeting of trustees - final response sent to complainant after meeting.

Home-Start	Complaint No.:
Name and Address of Complainant	
Written dissatisfaction acknowledged	
Written dissatisfaction recorded	
Copy to chairperson	
Trustee meeting - notices sent	
Trustee meeting - date held	
Written response sent to Complainant	