

Draft general checklist for completed complaint files

| General areas for assessment  | Comments |
|---|----------|
| Was the complaint acknowledged within a reasonable time?  |          |
| Was the complaint procedure explained to the complainant?   |          |
| Was plain English used?   |          |
| Was there proper documentation of all communications with the complainant and other individuals?  |          |
| Was the complainant kept informed of any progress throughout?   |          |
| Were any equality and diversity issues identified and dealt with?   |          |
| How did the Investigating Officer (IO) manage the complainant's expectations?   |          |
| Was the complaint identified correctly under the legislation?   |          |
| What decision was reached by the investigator? If <ul style="list-style-type: none"> <li>• Direction and Control</li> <li>• Local Resolution</li> <li>• Investigation</li> </ul> Complete separate sheet. |          |
| Was the decision clearly explained to the complainant?  |          |
| Was the complainant informed of his/her right of appeal?  |          |
| Was the correct information provided to the complainant?  |          |
| Any other comments?   |          |