

## Complaints Procedure Checklist



Use this checklist to ensure your complaints procedure covers some essential features. Review complaints reporting and handling regularly to ensure you have effective systems in place.

	Action/Task	Details	Complete ✓	Comments
1	There is a complaints procedure in place clearly setting out how complaints can be made.			
2	The procedure is made available to staff and customers.			
3	There is a named complaints manager/ overall lead contact.			
4	The procedure includes how complaints will be dealt with (timescales, process, stages etc.).			
5	Templates and best practice guidance is in place for all staff acknowledging and responding to complainants.			
6	A consent process is in place for handling complaints made by a representative.			
7	The procedure is clear concerning how complaints may be progressed if the complainant is not satisfied with the stage 1 response (e.g. escalated to the commissioner then to the Local Government Ombudsman).			
8	The organisation records actions and learning from complaints and it is clear how this learning will be used.			
9	There are processes in place for the monitoring and analysis of complaints and other customer feedback and this information is reported to the service commissioner.			
10	Staff members know how to respond to any complaints including alleged abusive behaviour (safeguarding referral processes are known).			

### Notes