

COMPLAINTS RECORD FORM

Information to be given to person making complaint:

- Reassure person that all complaints are treated confidentially
- Explain that SAS is happy to get complaints as they can help to improve the service.
- Reassure person that we value any feedback and nothing will happen to the support provided by SAS because they have made a complaint.
- Explain the complaints procedure.
- Remind the person that they have the right to choose an advocate/support person.

Date of Complaint:

Complaint Received By:

Name Of person making the complaint:

Address:

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Phone Number:

Support Person:

Complaint Made Via: Telephone / Letter (Attached) / In Person /

Other:

What is the complaint about?

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(Attach any additional details of complaint if needed)

How does the person making the complaint think this issue could be resolved?

(What would they like to see happen):

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Signed: Date:
(Person making complaint)

Signed: Date:
(CEO Or President)

Outcome of Investigation:

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Response from person making complaint:

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Resolution:

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Signed: Date:
(Person making complaint)

Signed: Date:
(CEO Or President)