

Complaints Investigation Summary Report

Document Type	Complaints Investigation Summary Report
Author	Chief Executive
Owner (Dept)	Operations
Date of Review	April 2016

Complaints/Investigation Summary Report

(completed by Investigating Officer)

The report includes

1. Summary of the allegations/content of complaint.
2. The investigation process (i.e. interviews, statements, personnel and individuals involved).
3. Detail of the findings.
4. Summary of the findings with the investigative officer's opinion on whether the individual aspects/allegations are confirmed/not confirmed or upheld, partially upheld or not upheld.
5. When an allegation is upheld either fully or partially, the investigation officer should recommend action points that address each upheld matter.

1. Summary of Allegations / Content of Complaint

Complaint made by

Complaint received by

Complaint passed to

Details of complaint as defined by complainant

Expected/desired outcome of complaint as defined by complainant (i.e. what does the complainant wish his/her complaint to achieve. What if anything would be a satisfactory outcome for the complainant?)

2. The Investigation Process

Who has been interviewed?

Who has provided and signed statements?

What other agencies have been involved?

What sources of information have been examined / looked at - for example, service user records, staff rotas, equipment, photographs, policies and procedures, written documentation?

Have other actions/processes being initiated as a result of / or during the investigation, for example, Adult or Child protection processes (safeguarding), staff disciplinary processes, criminal proceedings etc?

3. Findings of Investigation

What has been presented by each individual interviewed / involved in the investigation? What other findings from review of processes/information/ external agency involvement have been identified?

4. Findings of Investigating Officer

What evidence has been produced in relation to the investigation, for example, what can be confirmed as factual, what is hearsay and what is opinion?

What are the key findings of the investigation? Can the complaint be fully or partially upheld? Y/N

Are corrective or preventative actions required? Y/N if yes - detail these below:

Investigating officer completing form:

Signature:

Date:

Any other comments or notes: