**Investigation of Community Council Complaint**

Please refer to Stage 2 – investigation procedure within section 4.2 – guidelines on complaints.

|  |  |  |  |
| --- | --- | --- | --- |
| Date Complaint referred: | |  | |
| Complaint received by | | Position (if any) | |
| Complaint referral acknowledged (date) | |  | |
|  | | | |
| Referral made via: |  | Telephone | |
|  |  | Letter (attached) | |
|  |  | Email | |
|  |  | In person | |
|  |  | Other (state) |  |
|  |  |  | |
| Subject of Complaint |  | | |
| Name of Complainant |  | | |

**Information/Evidence provided at referral**

All information received should be collated together and reviewed.

|  |  |
| --- | --- |
| Has the Complaint Record form been completed and provided? | Y / N |
| If an EGM was held, has the minute been written and provided? | Y / N |
| Has copy correspondence to the complainant from the CC been provided? | Y / N |
| Is there any other evidence relating to the claim to be considered? | Y / N (detail) |
| Members of the Panel  reviewing complaint (list) |  |
|  |
|  |  |
|  |  |
| Investigation notes relating to the information provided | |
| Date of meeting with complainant  (if required) |  |
| Date material for meeting circulated  and by whom |  |
| Have notes of the meeting been made? | Y / N |
| Date meeting notes circulated  and by whom |  |
| Date of meeting with CCLO post complaint meeting |  |
| Decision following investigation, including any sanctions | |
| Date decision letter issued |  |
| Any other notes of outcomes following decision letter being issued | |