**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 |