**Moray Community Councils   
Complaint Record Form**

(To be completed by the person receiving the complaint)

Refer to Stage 1 – Frontline resolution in the Moray Community Council Complaints procedure for more information

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Date of Complaint: | |  | | |
| Complaint received by | | Position (if any) | | |
| Complaint acknowledged (date) | |  | | |
|  | | | | |
| Complaint made via: |  | Telephone | | |
|  |  | Letter (attached) | | |
|  |  | Email | | |
|  |  | In person | | |
|  |  | Other (state) | |  |
|  |  |  | | |
| Subject of Complaint |  | | | |
| Name of Complainant |  | | | |
| Details of the complaint should be written on the next page. If there is insufficient space, attach extra sheets | | | | |
| EGM Held Yes / No Date held: | | |  | |

Information to be given to the person making the Complaint:

* Acknowledge the complaint
* Explain that it will be looked into and by whom and give a timescale
* Either explain the complaints procedure or refer complainant to a copy available on [www.moray.gov.uk/commmunitycouncils](http://www.moray.gov.uk/commmunitycouncils) via the handbook links

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name of Complainant | |  | | |
| Address | |  | | |
| Phone number | |  | | |
| Email Address | |  | | |
| Detail of Complaint: | | | | |
| Comments / Background | | | | |
| Action to be Taken (when, and by whom) | | | | |
| Any outcomes as a result of action *(give a summary / attach correspondence)* | | | | |
| If outcome unsatisfactory, referred on to | | | | |
| Name |  | | Date |  |
| Organisation |  | | | |
| Referred by |  | | | |
| Follow up Required (When and by Whom) |  | | | |