**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) |  |