

# Hyde Park Source Complaints Procedure



## Form 1. Complaints Form

This form to be completed by the person making the complaint. If someone is completing the form on your behalf, could they please also complete section 4.

1. Name: .....
2. Telephone/email:.....
3. Address: .....

4. I.....(name) am completing this form on behalf of.....In the capacity of Advocate/friend/other - please specify

Please give details of your complaint making it as specific as possible, including the name of the person(s) against whom it is made (continue on a separate sheet if necessary)

Please give names and of witnesses if appropriate:

What is your desired outcome (what do you want to happen?)

Signature of Complainant..... Date.....



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### Stage 1 Form – Response to Complaint

Complaint from: .....

Date received.....

Investigated by .....

Details of Investigation/Response

Recommendations

Investigators signature.....

Date.....

Complainant's response:

- Complaint resolved
- Complaint not resolved and wishing to appeal the decision

Signature of Complainant..... Date.....

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**Stage 1 Form – Appeal Form**



Complaint from: ..... Date received: .....

Regarding:

Heard by .....

.....

Date of Appeal hearing .....

Decision: (please give details)

Recommendations:

Signature ..... Date.....

Signature of Complainant .....

**The decision of the Appeal panel is final**

