

Complaint meeting report template

- Date venue etc.
- Who attended the meeting?
- Who was taking notes?

The Complaint

- Precise, agreed wording about:
 - What the complaint is
 - Exactly what aspects of the complaint this meeting is aiming to address
 - The complainant's desired outcomes

Outline of the conduct of the investigation:

- Who the investigator spoke to
- What evidence was gathered and considered

Chronology

A numbered list of paragraphs detailing what seems to have happened when, including reference to the evidence, who said it etc. This should synthesise information/evidence from all sides of the investigation to provide a rounded picture/bird's-eye view of what happened - as far as possible. It should be factual, neutral in tone and avoid defensiveness.

Complaint Conclusions

- Should relate specifically to the complaint i.e. upheld/partially upheld/not upheld

Investigator's reflections

- Acknowledge the complainant's feelings here – empathise
- What might be learned from this situation that could improve things for the future?

Recommendations

- What changes could, should or must be made to school systems and procedures as a result of the learning gleaned from this investigation?

Advice to the complainant

- Next steps in the complaints procedure

When complete, this report should be forwarded to the Chair who will arrange for it to be checked by the panel and legal, before sending to the complainant. Time for this check must be factored into timelines/deadlines in the complaints procedure.