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| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Sample form: Capturing complaints at early resolution Insert organisation logo here  Service user raising the complaint: Click or tap here to enter text.  Contact details:Click or tap here to enter text.  Reference: Click or tap here to enter text.  Person dealing with the complaint: Click or tap here to enter text.  Contact details: Click or tap here to enter text.   |  |  |  | | --- | --- | --- | | **Issue and action requested** | **How resolved** | **Improving services** | | Set out the main complaint issues, how they have affected the service user and what the service user is looking for as a good outcome or resolution. | Set out what you have done to look into the matter, what you found and what action you took to resolve the complaint. | Set out any learning you have identified and how you have shared it with colleagues, other teams, your complaints team and others, to make sure this does not happen again. |   I have shared (or offered to share) this form with [name of the service user]. They have confirmed that they are happy with [insert details of how matter has been resolved (explanation, apology, action, etc)].   |  |  | | --- | --- | | Date | Click or tap to enter a date. | | Signature | Click or tap here to enter text. |   I confirm that I have entered relevant data on [Insert organisational data capture/learning platform]  I confirm that I have passed this form to [insert key contact or team for data capture/learning] to enter on our learning platform. | |