COMPLAINTS

Statement of complaint template

The statement of complaint sets the scope of a stage 2 investigation under the Children Act 1989. It is agreed with the complainant before the investigation starts, and every finding in the report goes back to it.

1. **Use the complainant's words**
   Each complaint opens with one line in the words the complainant used or agreed. It is the question the investigation answers.

2. **Put the detail underneath**
   Examples, dates and the impact on the family sit under the complaint as the evidence for it. They are not separate complaints to be decided one by one.

3. **Record what the complainant wants**
   Note the outcome the complainant is looking for against each complaint, in their words. The report responds to each one.

4. **Keep it within the procedure**
   Anything that falls outside the Children Act procedure, such as a decision of the court, is listed as outside scope with the reason.

5. **Offer an advocate**
   Where the complainant is a child or young person, they are offered an advocate before the statement is agreed.

6. **Agree it in writing**
   The complainant confirms the statement before the investigation starts. Any later change is agreed and dated.

Resolution Ready

Details

Complainant

On behalf of, if applicable

Relationship to the child

Local authority

Date the stage 2 request was received

Date the statement was agreed

Investigating officer

Independent person

Complaint 1

The complaint, in one line

Detail and examples

What the complainant would like to happen

Complaint 2

The complaint, in one line

Detail and examples

What the complainant would like to happen

Outside scope, and why

Agreed by the complainant

Date

Add a further sheet for each additional complaint.