



Complaints Checklist

Use this checklist when investigating a complaint as part of the club's complaints policy.

Dated: [September 2022]

Have you conveyed verbally to the complainant the investigation procedure and timescale?	YES/NO
Have you conducted an interview to establish background to and detail of the complaint?	YES/NO
Have you written a statement about the complaint which you have dated and signed?	YES/NO
Has the complainant countersigned as correct the statement you have taken?	YES/NO
Have you given a copy of the complaint to those associated with its contents?	YES/NO
Have you asked, in writing, for a statement from those associated with the complaint within an agreed period of time?	YES/NO
Have you received the statements within the agreed time period?	YES/NO
Have you advised those being interviewed that they can have a family member friend or representative with them?	YES/NO
Have you interviewed all those associated with the complaint?	YES/NO
Have you written up, signed, and dated your notes from each of these interviews?	YES/NO
Have you reviewed all the evidence placed before you?	YES/NO
Have you assessed whether or not you feel there are grounds for complaint?	YES/NO
If so, have you considered all the options for action that could/should be taken as a result?	YES/NO
Are you clear in your own mind what will be the content of the discussion with the Chair about this investigation and its findings?	YES/NO
Have you discussed fully with the Chair the findings of your investigation and your recommendations for action?	YES/NO
Have you put these formally in writing to the Chair, together with the statements and notes taken during the course of the investigation?	YES/NO

This document is to be used in conjunction with the Complaints Policy and the letter or email of complaint from the complainant/aggrieved party.