

Stage 1 Complaint Checklist

Checkpoint	Officer Action	Date Completed
Day 0-3		
<input type="checkbox"/>	Send acknowledgment within 2 working days	
<input type="checkbox"/>	<ul style="list-style-type: none"> • Include the following in the acknowledgment: Resident's name • Reference number • Summary of the issue (in your own words) • Expected response date (e.g. "by 10 working days from today") 	
<input type="checkbox"/>	Provide officer contact details (name, title, phone, email)	
<input type="checkbox"/>	Add diary reminder (Outlook) for update communication (around Day 5–7)	
Day 5-7		
<input type="checkbox"/>	Review case progress and confirm investigation status	
<input type="checkbox"/>	Contact the resident by preferred channel (phone/email/letter)	
<input type="checkbox"/>	Use plain English to explain what's been done so far and what's left to do	
<input type="checkbox"/>	If delays expected, explain why and give a new realistic timescale	
<input type="checkbox"/>	Record the update in case notes	
Day 8-10		
<input type="checkbox"/>	Ensure investigation findings are clear, evidence-based, and jargon-free	
<input type="checkbox"/>	Explain the decision (Upheld / Not Upheld) and what actions have been or will be taken	
<input type="checkbox"/>	If upheld, include a clear apology and summary of remedial actions	
<input type="checkbox"/>	Confirm when and how any follow-up work will occur (repairs, contact, etc.)	
<input type="checkbox"/>	Update system and mark "Outcome Delivered to Resident" as Yes	