

**Report to the Director**

**(of Operations/Business Support)**

**Regarding complaint made by**

**<*complainants name*> regarding <*service name>***

**at Stage 2**

**Report compiled by: Name of Investigating Officer**

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***STAGE 2 COMPLAINT***

**1. INTRODUCTION**

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**1. INTRODUCTION**

This report details the results of the investigation into a complaint made by <*Name of Complainant*> about <*Service Name*>

The rest of the report is divided into four sections as follows:

**Section Two: Details the nature of the complaint**

**Section Three: Outlines how the complaint was investigated**

**Section Four: Outlines the findings of the investigation**

**Section Five: Details any conclusions or recommendations for amending practice within Nugent.**

**2. THE COMPLAINT**

**3. THE INVESTIGATION**

**4. THE FINDINGS**

**5. CONCLUSIONS/RECOMMENDATIONS**

Signed

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Name of Investigating Officer

Department