COMPLAINT INVESTIGATION QUESTION FORM

**Stage 2: Response to questions Due Date**: 6 May 2025 (5 working days)

**Complainant Contact Details: Ref – Name - Address**

**Email:**

Notes/Other things to answer/ADEEL’S NOTES

**Summary of complaint/escalation reasons:**

**Questions to Service/Answers from Service:**

|  |  |
| --- | --- |
| **Question 1.** |  |
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| **Answer 1.** |  |
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| **Question 2.** |  |
|  |  |
| **Answer 2.** |  |
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| **Question 3.** |  |
|  |  |
| **Answer 3.** |  |
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| **Question 4.** |  |
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| **Answer 4.** |  |
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| **Question 5.** |  |
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| **Answer 5.** |  |
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| **Question 6.** |  |
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| **Answer 6.** |  |
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| **Question 7.** |  |
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| **Answer 7.** |  |
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**CCU Officer’s Name:** Questions raised by xxx

**Lead Co-ordinator:** Answers provided by xxx

List of works included: Yes/No

Any other info

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| --- | --- | --- | --- |
| Outstanding works | Work order | Action taken by RT/appointments agreed | Date resolved |
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**Please return once all answers have been provided even if this spans multiple teams.**

**If there are any delays in obtaining an answer to a question, when responding explain why and confirm when the additional information will follow.**