



The Church of Christ the Cornerstone,  
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Charity Number: 1200092

## CTMK Trust Complaints Checklist

This checklist should be used when investigating a complaint as part of CTMKT's Complaints Procedure, and is to be used in conjunction with the Complaints Policy.

1	Have you verbally conveyed the investigation procedure and timescale to the complainant?	YES/NO
2	Have you conducted an interview to establish the background to and detail of the complaint?	YES/NO
3	Have you written a statement about the complaint, and if so, have you signed and dated it?	YES/NO
4	Has the complainant agreed with the statement you have taken, and if so, countersigned it to show it is correct?	YES/NO
5	Have you given a copy of the complaint to those associated with its contents?	YES/NO
6	Have you asked, in writing, for a statement from those associated with the complaint to be sent within an agreed period of time?	YES/NO
7	Have you received the statements within the agreed time period?	YES/NO
8	Have you advised those concerned that they can be accompanied by a Union representative or friend with them during the interview?	YES/NO
9	Have you interviewed all those associated with the complaint?	YES/NO
10	Have you written up, signed, and dated your notes from each of these interviews?	YES/NO
11	Have you reviewed all the evidence placed before you?	YES/NO

12	Have you assessed whether or not you feel there are grounds for complaint?	YES/NO
13	If so, have you considered all the options for action that could/should be taken as a result?	YES/NO
14	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
15	Have you discussed the findings of your investigation and your recommendations for action fully with the Chair?	YES/NO
16	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

