



Wirral Compact Dispute Resolution – Stage One

Making your complaint (see notes on page 5 regarding trying to resolve the issue informally first)

Details of the complaint:

What outcome do you want from making this complaint?

Details of the organisation raising the complaint:

Contact Name:		Organisation: Address:	
Tel. no:			

Tracking Process (see notes on page 5)

This page should be completed by a representative of the Wirral Compact Working Group.

Date complaint received:	
Date of acknowledgement sent: (Within 5 working days).	
Copy of template (and any other information) forwarded to all members of the Wirral Compact Working Group on:	
Date agreed for initial investigation:	
Venue?	
Representation required from one or both sides of the dispute?	
If yes, who needs to be invited ?	
Have they confirmed attendance at the initial investigation meeting?	

After the initial investigation meeting

Complaint upheld?	
Date outcome given (to include all those involved) (This must be within 20 working days of the issue being received)	

Outcome of the initial investigation meeting

This should be completed by a member of the Wirral Compact Working Group

If you are not happy with the outcome of this complaint, you may decide to seek an independent view that will include the option of using the national Compact Mediation Scheme (stage two, notes page 6).