



PRACTICAL ADVOCACY WORKSHEET

Complaint Planner & Response Checker

Build a focused complaint and then test whether the response actually answered it.

ORGANISATION / SERVICE

COMPLAINT REFERENCE (IF ANY)

DATE COMPLAINT STARTED

LAST UPDATED

A complaint should make the problem easier to investigate. Define the issues, evidence, questions and outcome. Keep any separate appeal or statutory deadline visible.

Before complaining

Right organisation?

Who made the decision or controls the remedy?

Right route?

Complaint, review, appeal, PALS issue, school process or something else?

Deadline?

Do not let a complaint distract from a separate appeal or statutory deadline.

Desired outcome?

What could this organisation realistically put right?

The outcome I am asking for



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Issue schedule - one clear issue per row.

Issue schedule

Use one row per issue. Number the points so the investigator has something concrete to answer.

#	What happened?	What should have happened?	Evidence	Question requiring an answer



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Draft the complaint around numbered issues, evidence, questions and a realistic outcome.

Simple complaint structure

1. Purpose

Say this is a complaint and identify the decision or service.

2. Issues

Number the individual complaint points.

3. Evidence

Reference the documents that matter rather than attaching everything.

4. Questions

Say what you need the investigation to determine or explain.

5. Outcome

State the remedy or practical action you are seeking.

6. Deadline check

Keep any separate statutory or appeal deadline visible.

Notes / wording to use



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Use the final page after the response arrives - do not simply resend the original complaint.

Did they actually answer you?

Your issue / question	Where answered?	Evidence considered?	Finding / reason?	Remedy / learning?	Still unanswered?

What is now resolved?

What remains material and unanswered?

Next available route / action