The Local Authority Contact Log and Complaint Planner

Write down every letter, email, call and visit as it happens. If you ever need to complain, your record is already here.

Contact log

Date	Who (name and role)	How (letter, email, phone, visit)	What was asked	What I replied, and when	Reply due

If I need to complain

1. ☐ Reply in writing sent — Date _____
2. ☐ Asked what the concern is and what power it relies on — Date _____
3. ☐ First-stage complaint sent — Date _____
4. ☐ Second-stage complaint sent — Date _____
5. ☐ Ombudsman complaint sent (within 12 months of first knowing) — Date _____

General information only, not legal advice. For help, contact the Home Education Advisory Service, Education Otherwise or Citizens Advice.