HSE Your Service Your Say Anonymised Learning Summary Casebook



Complaints Manager

Complaint Investiga	tion		Review		Comp	liment				
Completed:	Q1		Q2 🗆	Q3		Q4				
Location: CHO and Service Area										
☐ Hospital and Directorate										
☐ National Service										
Feedback Category	,		Sub Ca	ategory			Issu	e		
Feedback Category				ategory			Issu	e		
Feedback Category	'		Sub Ca	ategory			Issu	е		
Complaint Status: Upheld Partially Upheld Not Upheld										
Background to Complaint / Compliment (delete as appropriate)										
Investigation / Nature of Positive Feedback (delete as appropriate)										
	_									
Outcome and Lear	ning									

Anonymised Learning Summary Casebook to be circulated as appropriate. Issue to nationalcglt@hse.ie as appropriate for inclusion in the National Feedback Learning Casebook.