

HSE Your Service Your Say

Anonymised Learning Summary Casebook



Complaints Manager

Complaint Investigation Review Compliment

Completed: Q1 Q2 Q3 Q4

Location: CHO and Service Area
 Hospital and Directorate
 National Service

Feedback Category	<input style="width: 100%; height: 15px;" type="text"/>	Sub Category	<input style="width: 100%; height: 15px;" type="text"/>	Issue	<input style="width: 100%; height: 15px;" type="text"/>
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Complaint Status: Upheld Partially Upheld Not Upheld

Background to Complaint / Compliment (delete as appropriate)

Investigation / Nature of Positive Feedback (delete as appropriate)

Outcome and Learning