

HSE Your Service Your Say

Anonymised Learning Summary Casebook



Complaints Manager

Complaint Investigation	<input type="text"/>	Internal Review	<input type="text"/>	Compliment	<input type="text"/>
Completed:	Q1 <input type="text"/>	Q2 <input type="text"/>	Q3 <input type="text"/>	Q4 <input type="text"/>	
State Location:	Health Region <input type="text"/>	IHA Area <input type="text"/>	National Service	<input type="text"/>	
Specify Community Service or Hospital and Directorate	<input type="text"/>				
Feedback Category	<input type="text"/>	Sub category	<input type="text"/>	Issue	<input type="text"/>
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HCAT Classification:	Severity <input type="text"/>	Harm	<input type="text"/>		
Complaint Status:	Upheld <input type="text"/>	Partially Upheld	<input type="text"/>	Not Upheld	<input type="text"/>

Background to Complaint / Compliment (delete as appropriate)

Investigation / Nature of Positive Feedback (delete as appropriate)

Outcome and Learning