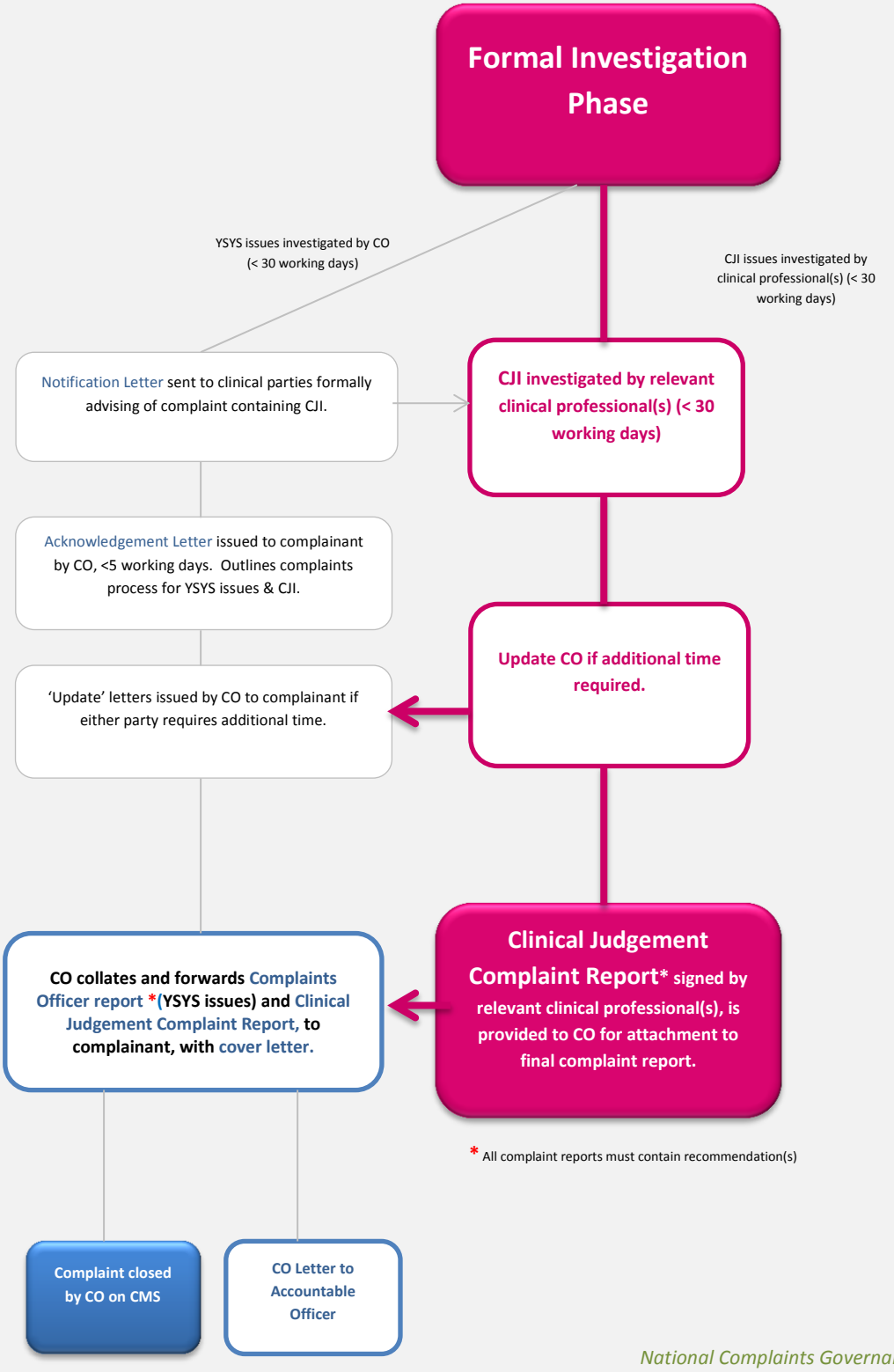
# Your Service Your Say & Clinical Judgment Issues

## Pathway V1

## Stage 2 – Formal Investigation

Your Service Your Say

**Legend:**
**CJI** – Clinical Judgment Issue(s)
**CO** – Complaints Officer
**CMS** – Complaints Management (IT) System
**YSYS** – Your Service Your Say




*National Complaints Governance and Learning Team, 2018*