

# HSE Your Service Your Say

## Anonymised Learning Summary Casebook 2018

### **Complaints Manager**

Completed    Q1        Q2        Q3        Q4   

Location:    Community Healthcare Organisation        Hospital Group   

Indicate Division (CHO) or Directorate (HG): \_\_\_\_\_

Identify Category: \_\_\_\_\_

Key issue(s): \_\_\_\_\_

Status:    Upheld        Partially Upheld        Not Upheld   

Background to complaint

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Investigation

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Key learning

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