

HSE Your Service Your Say

Anonymised Learning Summary Casebook 2018



Complaints Officer

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

Investigation

Key learning

For Office Use Only:
Anonymised Learning Summary Casebook to be issued to Complaints Manager for circulation.

Complaints Officer Name: _____ Date: _____

Email: _____ Tel / Mobile: _____

Complaints Manager Name: _____ Email: _____