# **Insight and learning tools**

**Headline complaints data**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Area of service** | **Number of complaints rec’d** | **Number of current open cpls** | **Number resolved early** | **Average response time** | **Number of closer look investigations** | **Average response time** | **% of cpls completed in timescale shared with person making cpl** | **Number of open action plans** | **Number referred to PHSO/ LGSCO** |
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| **Complaint issues** | **Recurring issue or developing theme** | **Learning identified** | **Remedy for individual** | **Action plan for service improvement** | **By who** | **By when** |
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**Learning from complaints (insight from complaints where failings or learning identified)**

**Feedback on our complaints service**

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| **Feedback received from** | **Details** | **Proposed actions** | **By who** | **By when** |
| People who have complained |  |  |  |  |
| advocacy provider |  |  |  |  |
| Staff members complained about |  |  |  |  |
| Staff members dealing with complaints |  |  |  |  |
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| **Source** | **Area of service** | **Insight received** | **Proposed actions** | **By who** | **By when** |
| Compliments, thanks and positive feedback |  |  |  |  |  |
| Friends and family |  |  |  |  |  |
| Staff surveys |  |  |  |  |  |
| Claims data |  |  |  |  |  |
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**Additional insight on our service**

**Wider learning and reflection**

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| **Source** | **Area of service** | **Comments** | **Proposed actions** | **By who** | **By when** |
|  |  |  |  |  |  |
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Report compiled by

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Senior leader responsible

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Date ……………………………………………..