# Action plan checklist

* Does the plan address all the failings we identified in our investigation report, including any complaint handling issues?
* Are you satisfied the actions in the plan are sufficient to prevent these failings from happening again?
* Does the plan explain who will take responsibility for each of the actions, when the actions will begin, and when they will be completed?
* Have you considered involving the person who raised the complaint, and how you will include them in the action plan process?
* Have you included any evidence to show the actions that you have already taken?
* Are the actions set out in the plan fully compliant with any relevant professional or appropriate standards?  Where you have referenced any standards, please say what they are.
* Have you set a date by which you will review the actions?
* Have you sent a copy of the plan to all the people and/or organisations we have listed in our final investigation report?
* Have you included a copy of our final report with the action plan you sent to the regulator?
* Have you made arrangements for updates on progress to be sent to all the people and/or organisations we have listed in our final investigation report?