

File Reference			
Rating and issues for consideration.			
<b>Local Resolution</b>			
	Yes	No	Comments
Recorded within 10 days			
LR appropriate/ Application to IPCC			
Informed consent present/ follow up confirmation			
LR Action plan drawn up			
LR plan appropriate and reflects complaint			
Updates provided every 28 days where appropriate			
Letters easy to understand and explains rationale			
Right of appeal and 28 days notified			
LR action plan made available to complainant (post April 2007)			
Length of Investigation			
Learning Identified			
Comments General			

File reference			
Rating and issues for consideration.			
<b>Investigation</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
Conduct investigation/ complaint			
Recorded within 10 days			
Should it have been referred			
Was correct severity assessment made			
Updates provided as appropriate			
Investigation addressed all aspects of complaint/ issue			
Was right decision made re CPS referral			
Letters easy to understand, explains rationale and IO report disclosed			
Findings and Outcome appropriate to the complaint/ issue			
ToR and IP available			
Right of appeal and 28 days notified			
Length of LR			
Learning Identified			
Comments General			

File reference details			
Rating and issues for consideration.			
<b>Direction and Control/ Miscellaneous</b>	Yes	No	Comments
Correctly identified			
Decision made within 10 days			
Appeal Rights notified to complainant			
Comments General			