# Checklist: conversations about strategic oversight

This checklist may help you when you have conversations about strategic oversight review with your related organisations.

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| **Initial discussion** | **Notes and evidence** |
| Has the organisation assessed its current approach to complaint handling against the expectations in the Complaint Standards and created a development plan? |  |
| Does the organisation have a complaints procedure in place and has it compared this to the model complaint handling procedure? |  |
| Has the organisation reviewed and understood the Complaint Standards supporting guides? |  |
| Has the organisation considered what changes it needs to make to its complaint handling training? |  |
| **Ongoing discussions** | **Notes and evidence** |
| Number of complaints received in each service area |  |
| Subject matter of those complaints |  |
| The outcome of those complaints (including details of those resolved early by frontline services) |  |
| Risks, themes or recurring issues identified |  |
| Details of the learning identified and who is responsible for acting on it |  |
| How that learning has or will be used to improve services |  |
| Details of how that service improvement will be measured or evidenced |  |
| Details of how the service improvement has or will be shared with service users to show the organisation has listened and learned |  |
| Summary of the feedback captured from all relevant parties on the complaint handling service |  |