# Insight and learning tools

## Headline complaints data

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Organisation or area of service** | **Number of complaints received** | **Number of current open complaints** | **Number of complaints resolved early** | **Average response time** | **Number of closer look investigations** | **Average response time** | **% of complaints completed in timescale shared with person making complaint** | **Number of open action plans** | **Number referred to the Ombudsman** |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

**Note: you can expand this data to include similar information about any review or independent stage**

## Learning from complaints (insight from complaints where failings or learning were identified)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Complaint issues** | **Recurring issue or developing theme** | **Learning identified** | **Remedy for individual** | **Action plan for service improvement** | **By who** | **By when** |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

## Feedback on our complaints service

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Feedback received from** | **Details** | **Proposed actions** | **By who** | **By when** |
| People who have complained |  |  |  |  |
| Colleagues complained about |  |  |  |  |
| Colleagues dealing with complaints |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

## Other insight on our service

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Source** | **Area of service** | **Insight received** | **Proposed actions** | **By who** | **By when** |
| Compliments, thanks and positive feedback |  |  |  |  |  |
| Service user or customer groups |  |  |  |  |  |
| Claims data |  |  |  |  |  |
| Staff surveys |  |  |  |  |  |
|  |  |  |  |  |  |

## Wider learning and reflections

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Source** | **Area of service** | **Comments** | **Proposed actions** | **By who** | **By when** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Report compiled by:**

**Senior leader responsible:**

**Date:**