

## Complaint WPBA Benchmark Sheet

	Concerns	Good practice	Trainer Comments
<b>Identify Staff involved, commission statements</b>	Inadequately utilises appropriate resources, sources of support or takes statements inappropriately	Good use of notes, timelines, staff statements or interviews if appropriate. Involves other resources; specialist, local and national guidelines, seeks senior support appropriately	
<b>Draft response covering all points</b>	Does not answer key points raised by complainant, or answers areas more appropriate for other staff groups	Answers all points raised specific to EM and gains input from other specialities as required.	
<b>Appropriately apologetic</b>	Unaware or unclear about when to apologise or when to defend complaint. Full of mistakes/grammar problems	Answers salient points effectively using appropriate language	
<b>Action Plan for complaint</b>	Has not identified actions or identified but not actioned appropriately. Poor feedback methods.	Identifies key issues. Identifies staff learning. DATIX Feedback to staff appropriately. Understands need to involve trainers and reflection.	
<b>Keeps time frame</b>	Unaware of complaint time frames, doesn't complete response in timely fashion	Timely investigation and response.	
<b>Understanding Complaints Process</b>	No knowledge or understanding process	Able to clearly describe process, stakeholders, timelines and outcomes. Involves supervisors, DME.	
<b>Complaint analysis</b>	Inadequately identifies key issues or the root cause	Demonstrates awareness of all salient points. Analyses the episode effectively and shows an awareness of lessons to be learned for the ED where appropriate	
<b>Reflection</b>	Has not thought through or demonstrated required learning from process. Not thought about impact on staff.	Demonstrates understanding of challenges within complaints process and identified learning points. Aware impact of complaints on staff. Sources support.	

*The assessor is asked to consider the learner's performance in all of the domains listed in completing this statement:*

**“Based on this WPBA, I would be satisfied that this learner could take on managing a complaint as a newly appointed consultant”**

Yes	
No	
Signature	
GMC	
Date	

**If no, these are the reasons and my recommendations for further work:**