

Management: Complaint (2021)'s Preview

THIS VERSION IS ARCHIVED
Version 2

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Fields marked with ★ are required.

Section 1

Project Description

Date

Any Comments/Reflections ★

Section 2

Assessor Name: ★

Assessor registration number: ★

Grade of Assessor: ★

Appropriate apologies/tone:

Assessor's email ★

1. Please note the trainee's performance on the following areas:

Analyse complaint:

Identify key staff involved – commission statements:

Draft response covering all points:

If Other (assessor's grade), please specify ★

Action plan from complaint:

Keeps to time frame:

Ensures actions enacted:

Assessor rating

1 – What was done particularly well? ★

2 – Learning points – What could have been done differently? ★

3 – Recommendation for further learning or development ★

4 – Overall: Please indicate the level of the trainee's performance in this episode: ★