

## Complaints record form

Please complete this form and add it to your **Appraisal and Revalidation portfolio**.

### Complaint

Provide brief details

*(only one)*

*Patient's husband angry that referral for physiotherapy delayed.*

### Reason for complaint

Explain why it happened

*Ran out of forms/put aside – forgotten.*

### Outcome

Describe the resolution, or non-resolution, of the complaint

*Urgent referral made.*

*Apologies given and honest explanation.*

*Patient satisfied albeit having to wait.*

### Learning points

List what you have learned from this complaint and the changes you have made

*If no paperwork/forms make written note in standardised way.*

### Action

Describe how these plans have been acted upon

*I now have a 'to do' pad for this type of situation.*

Name:

Signed:

Date: