**CUSTOMER RELATIONS TEAM**

CRT/LL

**Lessons Learned**

**Complainant:**

|  |  |
| --- | --- |
| **Name** |       |
| **Address** |       |
| **Telephone** |       |
| **Email** |       |
| **Child / Adult details** ***(case / service user)*** |       |

|  |
| --- |
| **Details of the complaint:** |
|       |
| **Lessons learned as a result of the complaint:** |
|       |
| **Details of changes to practice / service delivery as a result of this complaint:** |
|       |
| **Have these changes been implemented already? If yes, when?** |
|       |
| **If changes are to be implemented in the future please indicate the timescale and the officer identified as being responsible for implementing the changes:** |
|       |
| **With which other teams / service areas have you shared the above changes / lessons learned? How was this shared?** |
|       |
| **Additional comments:** |
|       |

**Signed:**

**Name:**

**Title:**

**Date:**