

Complaint report – structured reflective template (1 form per complaint)

Date of complaint:

Key issues of complaint:

Involvement of other bodies (responsible organisations / NCAA / GMC / other*):

If resolved, what were the findings?

What did I learn from this complaint?

How will my practice change?

Final outcome after discussion at appraisal (complete at appraisal, considering how your outcome will improve patient care):

*GMC: General Medical Council; NCAA: National Clinical Assessment Authority.