Draft	Checklist	
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File Reference	

Areas for assessment	Comments
Was the decision proportionate,	
balanced and fair?	
Has the complaint been dealt with in a	
timely manner?	
Professionalism of staff and customer	
friendly.	
Were any equality and diversity issues	
identified?	
identined:	
Were the issues correctly identified?	
,	
Any other comments	
Learning the lessons	