

## Draft Checklist

|                       |
|-----------------------|
| <b>File Reference</b> |
|                       |

| <b>Areas for assessment</b>  | <b>Comments</b> |
|--|-----------------|
| Was the decision proportionate, balanced and fair? ( <i>refer to page 53, MIG</i> )              |                 |
| Has the complaint been dealt with in a timely manner? ( <i>refer to pages 35 &amp; 50, MIG</i> ) |                 |
| Professionalism of staff and customer friendly. ( <i>refer to pages 46 &amp; 47, MIG</i> )       |                 |
| Were any equality and diversity issues identified? ( <i>refer to page 38, MIG</i> )              |                 |
| Were the issues correctly identified?  |                 |
| Any other comments   |                 |
| Learning the lessons ( <i>refer to page 73, MIG</i> )  |                 |