Draft	Checklist	

File Reference	

Areas for assessment	Comments
Was the decision proportionate,	
balanced and fair? (refer to page 53,	
MIG)	
wii C)	
Has the complaint been dealt with in a	
timely manner? (refer to pages 35 & 50,	
MIG)	
Professionalism of staff and customer	
friendly. (refer to pages 46 & 47, MIG)	
Management and the soul discount in the second	
Were any equality and diversity issues	
identified? (refer to page 38, MIG)	
Were the issues correctly identified?	
Troid the leader contoolly lacritimes.	
Any other comments	
Learning the learner (veter to no see 70	
Learning the lessons (refer to page 73, MIG)	
wiiG)	