

RESTRICTED

Peer Review

[REDACTED]

Review conducted by:

Name- [REDACTED]

Role – [REDACTED]

Approved by: [REDACTED]

Peer Review - purpose and methodology

This Peer Review has been commissioned by North East Group [REDACTED]

This review focuses on the whole claimant journey rather than the handling of any complaint – looking at both any variances from national standards at the local level and any improvements required to these national standards. Its purpose is as a continuous improvement tool and not to be used to seek out or apportion blame.

The review has been conducted by examining all available claimant records, relevant evidence and current/appropriate guidance.

Background [REDACTED]

Summary of Findings [REDACTED]

Recommendations (both site and if appropriate national)

There are no national or local recommendations

Timetable of Events

Note add or delete rows as appropriate

[REDACTED]

[REDACTED]

