

Peer Review

Customer Name:	[REDACTED]
Nino:	
Owning Site:	
Reviewing Site:	
Date conducted:	

**Accuracy:** Has the reply been checked for accuracy? Where appropriate have experts in policy/benefits/guidance been consulted and lines provided cleared at the right level?

[REDACTED]

**Remedy:** Have the Ombudsman's principles of good administration been applied to the handling of the complaint? Has proper remedy for any maladministration/error found been considered and acted upon?

[REDACTED]

**Risk Identification:** Based on our response/action taken, is the customer's health/well being at possible risk either by self or others? Do you consider the customer vulnerable based on our guidance?

[REDACTED]

**Completeness:** Has someone not connected to the complaint reviewed the case and analysed the evidence supporting our response to ensure there are no gaps or unanswered issues?

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[REDACTED]

**Objectivity:** Are you satisfied objective integrity has been maintained throughout the complaint handling process? Pay particular attention to this if the customer has been labelled persistent or vexatious.

[REDACTED]

**Finishing:** Have we responded where possible in the customer's preferred format to ensure they understand our answers? Be cautious with emailed replies - take advice on data protection policies before responding to a customer email.




**Additional facts and evidence**

**Summary of findings:**

**Recommendations:**

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**Action plan:**

Action	Lead Official	Deadline	Completed	Evidence

**Sign Off**

Review completed by:	[REDACTED]	Grade:	[REDACTED]
Authorised by:		Grade:	