

### Peer Review

Customer Name:	[REDACTED]
Nino:	
Owning Site:	North East Group - [REDACTED]
Reviewing Site:	Central England Work Services Directorate ([REDACTED])
Date conducted:	[REDACTED]

**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?

No complaint has been forthcoming, but a review of the case has been deemed appropriate.

**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?

Following scrutiny of LMS and front lines services:-

[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.

I do believe that integrity has been maintained through the process and we made the right decision, at the right time, based on the information available at the time.

<p><b><u>Finishing:</u></b> 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.</p>												
<p>N/A as no complaint raised to reply to</p>												
<p><b><u>Additional Comment:</u></b></p> <p>Additional papers listed below.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <tr> <td style="width: 16.6%;">Annex 1</td> <td style="width: 16.6%;">Annex 2</td> <td style="width: 16.6%;">Annex 3</td> <td style="width: 16.6%;">Annex 4</td> <td style="width: 16.6%;">Annex 5</td> <td style="width: 16.6%;">Annex 6</td> </tr> <tr> <td>[REDACTED]</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table>	Annex 1	Annex 2	Annex 3	Annex 4	Annex 5	Annex 6	[REDACTED]					
Annex 1	Annex 2	Annex 3	Annex 4	Annex 5	Annex 6							
[REDACTED]												
<p><b><u>Outcome &amp; Findings:</u></b></p> <p>That the decision making is correct based on the information available at the time.</p> <p>[REDACTED]</p>												
<p><b><u>Recommendations:</u></b></p>												
<p>A: <i>Action</i> – [REDACTED]</p>												
<p>B:</p>												
<p>C:</p>												
<p>D:</p>												

**If your review does not relate to a serious incident such as a death of a customer, please go straight to Sign Off on page 5.**

**Peer Review – Complete only for Serious Cases**

**Key Events**

Date of action	Event/Activity	Source of evidence	Comment
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**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:		Grade:	
Authorised by:		Grade:	