

Convener Tracking Form

Name and address of Complainant

Name and address of GP/Dentist/PCT

Name, address and telephone number
of Lay Chair

Complaint Ref

Date Received

Date	Action/contact	B/F	Initials
Mar 10 '03	Spoke to Lay Chair, agreed to request exact details of complaint at this time from complainant		KW
Mar 25 '03	Spoke to Lay Chair (issues are in Jan 2 letters) in both sites. Agreed to look at issues carefully + talk again. later in evening Fax from lay chair, another conversation		KW KW
Mar 26 '03	Spoke to Ann Turner, agreed to write letter seeking clarification on issues raised by E. Duggan in letter of Jan 1 2003 (email Mar 28)		KW
April 2	Spoke to Dr Judith Lees about issues (she will write in detail to Ann Turner replying to letter)		
May 12	Spoke to Lay Chair - medical opinion has not confirmed issues as raised as raised by complainant. Complaint should be closed with no IRP		KW