

COMPLAINTS ACTION LOG

C.O. Manager handling... BM.....

No: 800/32.....

Name: WINDSOR.....

Complaint type (K)..... 06.....

Date received: 10/08/00 (ALTCO).....

Service/Area (K)..... 08.....

Chase Date:..... 31/08/00.....

Profession (K)..... 04.....

Reply due for despatch... 6/09/00

Service/Care Group..... 5.....

Leaflets sent? yes/ no

Offer Conciliation..... /.....?

Investigating Officer... Sue Hutchins.....

DATE	ACTION	SIGNATURE
31-8-00	Draft report received	
1-9-00	Reply drafted, Fiona C to check	Code A
5-9-00	Draft discussed with Fiona & she will E-mail some comments	
7-9-00	Letter raised - Fiona to OK with D Krapman	
14.9	Reply sent	
15.9	Mrs. Lowman (sister of Miss Windsor) rang to say not happy with letter - they want to see SMH notes and to discuss situation with someone. Phone. nos work <input type="text" value="Code A"/> - from 9-5 home <input type="text" value="Code A"/>	Code A
15.9	Rang Fiona Cameron - she'll ring Mrs. Lowman FC rang. She's spoken to Mrs. L. Mrs. L. and Miss W have further concerns and will put in writing to Fiona. She'll arrange necessary investigation and meeting.	
2/10	FC confirmed bank yet heard. Will keep posted	
	BM recd copy of Dr K's report. FC to file	
13/10	FC had further request for info from	

Miss Windsor, FC to discuss with Dr Kaplan,

Code A

16-10. FC spoke to Dr Kaplan. NT to write to PHT
consultant asking for report.

5-11-00. Report received from Dr White - FC to
arrange meeting with daughter

Code A

20-12-00 Fiona met with 3 daughters of
Mrs Windsor.

2-1-01. Follow up letter from F. Cameron
to Miss Windsor ? may forward.

Code A