



## **Complaint Service Influence Group Meeting**

Thursday 26<sup>th</sup> March

### Agenda

#### **1: COMPLAINTS PERFORMANCE**

An overview of complaints performance and an explanation of what we measure and why

#### **2: LEARNING FROM COMPLAINTS**

An explanation of our new framework around learning from complaints, and some examples of the types of lessons learned

#### **3: OMBUDSMAN UPDATE**

An overview of ombudsman cases, what we measure, how and why

#### **4: FORMAT FOR FUTURE MEETINGS**

Discussion about what should be covered as a standard agenda for future group meetings