### Complaint report – structured reflective template (1 form per complaint)

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| --- | --- |
| Date of complaint: |  |
| Key issues of complaint: | |
|  | |
| Involvement of other bodies (responsible organisations / NCAA / GMC / other\*): | |
|  | |
| If resolved, what were the findings? | |
|  | |
| What did I learn from this complaint? | |
|  | |
| How will my practice change? | |
|  | |
| Final outcome after discussion at appraisal (complete at appraisal, considering how your outcome will improve patient care): | |
|  | |

\*GMC: General Medical Council; NCAA: National Clinical Assessment Authority.