

Risk Incidents and Complaints Management



How we investigate incidents

Instructions:



This infographic shows messages to give participants about your approach to investigations. It can be used as a conversation guide with participants involved in an incident or complaint requiring investigation. It can also be included in your welcome pack.



How we investigate incidents

Once we hear about an incident, we always try to find out what impact it had on people involved and what caused it to happen to stop it from happening again.

1.



2.



If you are affected by an incident, we will speak with you soon after, during and at the end of the investigation to get your views about your experience and your concerns.

3.



We will find an independent person to support you if you wish or you can choose someone.

How we investigate incidents

6.



We will let you know what happens to make improvements at the end of the investigation.

5.



We will establish what caused the incident and learn from mistakes we have made to improve our service.

4.



We keep your information about you private.