

Appendix 3

Corrective actions and improvements/lessons learnt

Action	Total	%
Arrange staff training or guidance	99	18%
Discuss at team meeting	96	17%
Formal apology	82	15%
Change or review communications	81	15%
Financial remedy	53	10%
Provided service requested	37	7%
Change or review service	30	5%
Change or review policy or procedure	24	4%
Explanation	17	3%
Review contract or partner arrangements	16	3%
Performance management - staff member	15	3%
Procedure change	3	1%
Reassessment/Rehearing	3	1%
Total	556	