

# User Experience

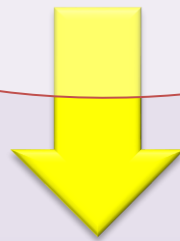
## Complaints Outcomes

Apr 2020 – Jun 2020



There were 3  
complaints  
reported this 1st  
Quarter

1 of the complaints was  
'failure/lack of checking; the  
other 2 were lack of  
communication



BIO X 3

Please can staff be  
vigilant and apply  
great care when  
carrying out their  
duties.

**Complaints Can Be a Learning Opportunity**