## Reflection Template: Complaints

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| This template has been designed for electronic completion, to be uploaded as part of your appraisal supporting information to SOAR (Scottish Online Appraisal Resource).  *The boxes will auto expand as you type.* | 3-step guide to completing this form:   1. **Save this form** (using “Save As”) to your computer (e.g. My Documents, Desktop), and **customise the file name** (e.g. Complaints Reflections 2024) 2. Proceed to filling out the form - when finished, **Save** and **Close** the document. 3. **Login to SOAR and upload** this file from where you had saved it (from step 1), to the appropriate *Supporting documents* section). |

Check GMC supporting information guidance on “[Compliments and complaints](https://www.gmc-uk.org/registration-and-licensing/managing-your-registration/revalidation/guidance-on-supporting-information-for-revalidation/compliments-and-complaints)” for further information.

**If you have been involved with a complaint, you are expected to discuss and reflect on the learning from this at your appraisal. The aim of this template is to aid your reflections.**

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**Avoid specific factual details and ensure you do NOT include any patient identifiable information.**

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| **Description of complaint**  *When did it happen? What happened? What was your involvement? Who else was involved? How was the complaint assessed?* |
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| **Your reflections and learning**  *Consider the impact to you individually and as a team, what went well, what could have gone better? What did you learn?* |
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| **What will you change (or have changed)?**  *Consider what, if any, changes you would implement. How will you monitor progress? How will you know the change has led to improved patient care? Could this be a Quality Improvement Activity?* |
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| **Further reflections**  *Any other comments* |
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