

Part 1 B: Quantitative Assessment of Response – Marking Grid

	Comments	Grade	Action Point(s)
1 Time			
2 Complaints File			
3 Time Bar			
4 Expectation Management			
5 Complaints Process Explained			
6 Contacts personalised to suit customer preference/ needs			
7 Consent			
8 Consideration given to equality or diversity issues			
9 Action Plan (if appropriate)			