

Part 2 B: Qualitative Assessment of Response - Marking Grid

	Comments	Grade	Action Point(s)
1 Conclusion/ Decision Is it clear what conclusion has been reached? Are the concerns raised justified or not?			
2 Conclusion / Decision Do the conclusions flow clearly and logically from the information and evidence provided?			
3 Explanation Customer focussed			
4 Explanation Breadth of issues raised. Are all the issues raised identified?			
5 Explanation Quality of Explanation. Is each point explained in a comprehensive way?			
6 Accuracy			

	Comments	Grade	Action Point(s)
7 Action Plan If there is further action as a result of the complaint?			
8 Apology Does the response make a meaningful and sincere apology <u>IF</u> errors have been identified?			
9 Use of language How readable is the document?			
10 Next Steps An explanation of what further steps (if any) the complainant can take			