

RESTRICTED

Peer Review

Customer: [REDACTED]

Review conducted by:

Name **[REDACTED]**

[REDACTED] *Approved by:* **[REDACTED]**

Peer Review - purpose and methodology

This Peer Review has been commissioned by WSD Scotland Group [REDACTED]. This review focuses on the whole claimant journey rather than the handling of a complaint – looking at both any variances from national standards at the local level and any improvements required to these national standards. Its purpose is as a continuous improvement tool and not to be used to seek out or apportion blame.

The review has been conducted by examining all available claimant records, relevant evidence and current/appropriate guidance.

[REDACTED].

This review will concentrate on:-

- Was the claim dealt with correctly?
- [REDACTED].

Background

[REDACTED]

Summary of Findings

[REDACTED]

Lessons Learned

[REDACTED]

Recommendations (both site and if appropriate national)

1. [REDACTED].
2. [REDACTED].

Timetable of Events:

[REDACTED]

[REDACTED]

