



Health and Social Care Ombudsman Body

CONFIDENTIAL

INVESTIGATION REPORT TEMPLATE

Complaint Reference Number

Report author

Date

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1 **INTRODUCTION**

1.1 Outline of the unresolved complaint

2 **FIT FOR HSCOB ASSESSMENT OUTCOME**

2.1 Why has HSCOB decided to undertake an investigation, and an outline of how the complaint meets the thresholds in the Fit for HSCOB documentation

3 **TERMS OF REFERENCE**

3.1 What are the specifics of the scope of the investigation. What are the key complaints and/or allegations, and what is the outcome sought by the complainant.

4 **DETAILS OF EVIDENCE**

4.1 This section should provide a detailed narrative of the complaint. Note, individual submissions may be included as an appendices, but key events or themes should be explored here.

4.2 This section should conclude any detail of the complaint investigation already undertaken by the provider as well as the complainant’s rationale for requesting a review by HSCOB’

4.3 This section should provide details of the meetings which have been held as part of the investigation, and list the files and documents which have been reviewed. **Actual notes of meetings should not be included here. These will be retained by HSCOB.** This section of the report may include a chronology or timeline of key events.

4.2 If the Investigation has taken on board additional material evidence or matters of concern, they should be recorded here, as should the rationale for including them.

5 **SUMMARY OF THE INVESTIGATION**

5.1 This should provide some analysis of the information which has been provided, rather than a detailed description of meetings or documents, or simply listing individual elements of complaints, such as specific dates.

5.2 This section should also include any mitigating factors which are relevant to the complaint.

6 **DETAILED OUTCOME FOR EACH COMPLAINT/CONCERN/ALLEGATION**

6.1 This sections should specify each of the areas for investigation and clearly state whether this is upheld or not upheld. For example:

Complaint	Upheld/not upheld
Complaint 1- as laid out in the terms of reference	
Complaint 2	

7 CONCLUSION/FINDINGS

7.1 This is an opportunity for the Investigation team to describe their overarching conclusions in relation to the complaint. They may wish to highlight any common themes, organisational or financial issues which are particularly pertinent to the complaint.

8 HEALTH AND SOCIAL CARE OMBUDSMAN BODY RECOMMENDATIONS

8.1 This section should lay out the actions the HSCOB expects to be taken as a result of the Investigation. This may be best laid out in a table such as that below:

What the investigation found	What should happen and whose is responsible	What HSCOB expects to see, and when

The HSCOB members who undertook this investigation were.....

This investigation report was compile by.....reviewed by.....and agreed by.....

Date