HWNN Issues Process*

*This chart is not exhaustive and all issues should be reviewed on a case by case basis

Report comes in

Does this impact more than one person?

Yes → Can HWNN take action on this?

No → Did the level of care fall significantly below an expected standard?

Can HWNN take action on this?
- **No** → Does it have some local/national importance?
- **Yes** → Assign action

Does it have some local/national importance?
- **No** → Close issue.
- **Yes** → Mark as 'be aware' → Assign action

Did the level of care fall significantly below an expected standard?
- **No** → Signposting/Referrals. → Close issue.
- **Yes** → Mark as 'be aware' or 'significant issue' → Assign action

Assign action → Is the issue resolved?
- **Yes** → Close issue, resolved.
- **No** → Was there an impact of our action?

Was there an impact of our action?
- **Yes** → Close issue, influenced/raised profile of the issue.
- **No** → Are we undertaking a project based on this issue?

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- **Yes** → Close issue.
- **No** → Feedback to issue raiser. → Close issue.