Incident file — 47 misfiled complaints

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Opened at 08:12 · linked to version 5.0 of complaint triage · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. The incident, the members and every figure are invented.

Timeline

Time	Established fact	Source
08:12	First report: complaints reporting a refused pre-authorisation are placed in low priority	Member contact centre
08:31	Version 5.0 of the triage model deployed on 2 September at 22:40; every affected complaint post-dates it	Deployment log
08:47	Population measured: 47 members, 9 of whom still have an open complaint, out of 1,240 complaints received in the window	Triage log
09:05	The 9 open complaints are moved to the head of the queue	Complaints tool

What produced the gap

The wording **"cover refused"** was linked by 4.2 to the vocabulary of refusals; 5.0 links it first to the vocabulary of information requests. **This is the atypical family**, where the evaluation gave 71.3% against 78.0% — **the committee's reservation was on this point, and it was right**. The evaluation file, the decision and the incident are all linked to the same version.

Corrective plan

Action	Owner	Deadline	Evidence expected
Switch the "refused cover" queue back to 4.2	IT division	Same day	Dated switch log
Review of the 38 complaints already handled, checking the actual delay	Head of the member contact centre	48 hours	Reading per complaint, with the handling date
Add the "refusal" wording to the atypical evaluation dataset	Technical division	Second campaign	Versioned protocol v4
Review of the out-of-hours deployment procedure	IT division	Three weeks	Dated and signed procedure

What is prepared and has not gone out

> **The draft letter to the 47 members concerned is written. It has not been sent.** Writing to a member about the handling of their complaint binds the mutual: the decision belongs to the member relations division. The two elements that govern it are set out — **the number of members affected and how long their complaint sat waiting**.

Decision to inform members _____ · taken on _____ by _____ · reason _____

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