

### **Complaint Resolved in Assessment**

A legal organisation lodged a complaint on behalf of a client regarding a lengthy wait for provision of a medical report required to support an application for priority housing. The complaint addressed the Health Service's failure to provide the report in a timely fashion, along with a failure to recognise the significant impact of this delay.

The complaint was resolved by providing the report, offering an apology for the delay and putting improvements in place to ensure that this would not recur.