Handling complaints individually and examining common causes

Fictional case data and worked reasoning

A fictitious educational institution has received four complaints about the prioritisation of course applications. In two cases, the department independently examined the result and in two others it has taken over the proposal without having to compare its own files.

Test point	Purpose or comparison	Observation	Decision
Edited individual files	4 out of 4 with document	4 out of 4 separate cases	
Audits observed	4 of 4 detectable	2 of 4 detected	Two specialist documents missing
Common Cause	Review version and effect	Same channel, cause open	Check the samples

Expected result

A comprehensible conclusion for each request with separate test results for the system effect.

Clearing concerns, system design and jurisdiction per case

Verify independent examination and correction

Document patterns, open cause and actual conclusion separately

Counter-test and next decision

Solve all four individual cases and leave unchecked whether the same error continues in the input channel. Answers can be closed. Observing a possible systematic problem remains open.

Handling complaints individually and examining common causes

For your observation, specify a findable document.

Record correction, explanation, competent body and the possible common pattern in separate lines.

Verification identification, legal entity and date of processing and responsible body

File identification, entry role and concerns

Participating body and confirmed system version

Individual decision and AI contribution

Original proof of correction or actual examination

Possible pattern and common location

Handling complaints individually and examining common causes

Refer remedial and post-test to the original test order.

Findings and supporting evidence

Remedial action for individual cases and re-effect on the cause

Tested follow-up test with date, observation and version documentation

Confirmed response, responsible channel and completion

Release by and on the open order and date