COMPLIMENTS (LISTENING AND LEARNING)

Scope

- **Policy Statement**
- **The Policy**
- Let us know if
- Comments
- **Related Policies**
- **Related Guidance**
- **Training Statement**

Policy Statement

We want to make it as easy as possible for you to let us know your views and thoughts. Through listening and learning we will improve the quality of the services we provide and encourage good practice by our staff.

The Policy

We want to make sure that everyone can contact and communicate with us. Please let us know if you would like help in making your views known.

Please Let us know if:

- You have a suggestion on how we might improve services
- You would like to compliment us on a job well done
- We have fallen short of your expectations

Comments

We always encourage open communication about your satisfaction or dissatisfaction with the service we provide. We want you to know that you can always tell us about your experiences of the service you receive and we welcome suggestions from you on how we can improve things.

It is always encouraging when you feel motivated enough to compliment us or a member of staff for something you feel they have done well, “over and above the call of duty” etc. Naturally, we want to ensure others know you have passed on a compliment because they too feel encouraged and this filters down to the standard of care we provide.

We are happy to receive any compliment in whatever manner you see fit. If it is possible that you can let the Registered Manager know of your compliment this helps us ensure that others may be encouraged to let us know. It is important that staff have positive feedback which helps to balance any negative views of their performance. Everyone needs to know how well they do, as well as areas where improvements are required.

Registered Manager: Nqobile Ncube

Contact Address: Hill Farm, Sprowston Road Norwich NR3 4HL

Of course, if you are pleased, a letter to the Regional Director of our Inspectorate is very welcome. The details for such a letter are:

The Care Quality Commission

Citygate, Gallowgate

Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161

Fax: 03000 616171

Good news is always encouraging, if you could send us a copy of that letter, we can use it to encourage others too by passing the information on.

Wherever possible we would hope that you can come and tell us when you are unhappy about something, or have a suggestion for an improvement to the service we provide, it may only seem like a “small thing” but if it matters to you then it matters to us, and we would like to do all we can to make you feel as comfortable as possible.

All comments are taken seriously so that we can resolve any niggles. Where you feel this has not happened, we encourage you to utilise our separate complaints procedure.

Related Policies

Complaints

Duty of Candour

Related Guidance

- **Norfolk.gov.uk/what-we-do-and-how-we-work/have-your-say/compliments-complaints**

- Acting on compliments, feedback and complaints about adult social care – a good practice guide for adult social care practitioners https://www.lgo.org.uk/assets/attach/4355/Single%20comms2%20-%20v2.pdf

Training Statement

All staff, during induction are made aware of the organisations policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where necessary and staff are made aware of any changes. Observations are undertaken to check skills and competencies. Various methods of training are used including one to one, on-line, workbook, group meetings, individual supervisions and external courses are sourced as required.

Return to Policy Heading (Ctrl+Click) – Policy Heading

REVIEW DETAILS	
Policy/procedure Name	Compliments (Listening and Learning
Original date	January 2020
Review date(s)	
Ratification Date	17 February 2020
Next review	March 2023
Responsible Director	Colin Ncube Director
RD's Signature	N Ncube
Date of signature	17 February 2020