

BS CARE LTD
POLICY /PROCEDURE NO 26.1
COMPLIMENTS

POLICY

BS Care Ltd aims to provide the best possible service to our service users.

To help us do this we need to know what our service users think about the service they receive/received. It is always encouraging when our service users/family or representatives feel motivated enough to compliment us or a member of staff for something they have done well.

Tell us about the things that you think we got right and the things we did not get right.

This will help BS Care to make sure we get things right in the future.

PROCEDURE

We are happy to receive any compliment in whatever manner you see fit. If it is possible that you can let the Manager know of your compliment this will help us to ensure that others may be encouraged too.

Naturally, we want to ensure that others know you have passed a compliment because they too feel encouraged and this filters down to the standard of care we provide.

Of course if you are really pleased a letter to the Commission for Social Care Inspection is very welcome.

CSCI Southampton (Hampshire) Area Office
4th Floor
Overline House
Blechynden Terrace
Southampton
SO15 1GW
Telephone 023 8082 1300.

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.

The Manager keeps a separate file/record of any compliments received and you are welcome to look at this at any reasonable time upon request.