



COMPLIMENTS POLICY

1. Introduction

South Lakeland Mind is committed to providing the best possible service that it can and we encourage positive feedback from staff, volunteers, service users and others, where appropriate. We have developed a Compliments Policy that explains our broad approach to handling compliments and an associated Complaints Procedure that provides clear information on how individual compliments will be handled.

2. Aim

South Lakeland Mind aims to use compliments about a service or individual member of staff and volunteers to share good practice and to use this information to encourage them to continue to provide excellent services.

3. Implementation

South Lakeland Mind Compliments Policy and associated Procedure will be made readily available to customers. Together, they detail how to pass on a compliment.

4. What is a compliment?

A compliment is an expression of satisfaction with a service made by a customer about the organisation. A compliment may be made about an individual, team or a service as a whole.

5. Who is a customer?

A customer is anyone who contacts South Lakeland Mind to request a service, or is in receipt of a service.

6. How can a compliment be given?

Any customer wishing to make a compliment can do so in person at South Lakeland Mind office, by phone, e-mail, and letter or by completing the Compliments Form.

7. What is the process for giving a compliment?

The process for giving a compliment is detailed in the Compliments Procedure. This is a single document for use by both staff and customers. *See Appendix 1.*

8. Monitoring

South Lakeland Mind is committed to continuous improvement in service delivery. As part of this commitment a quarterly monitoring report will be prepared for the Executive and kept on record for future use.

9. Equal Opportunities

South Lakeland Mind will collect and analyse data on the ethnic origins, disability and gender of all customers in order to monitor the service to ensure that no discrimination takes place in the process. We will always try to communicate in a format that our customers are comfortable with. All members of staff and volunteers are committed by their terms and conditions of engagement to promote and follow South Lakeland Mind's Equality & Diversity Policy.

This policy is intended as a statement of intent and does not constitute a binding contractual or personal agreement. But it will be monitored and revised in the light of service user, staff or volunteer experience or comments and any operational changes and legislative or other external considerations. Interpretation and any matters not specifically covered by the policy will be decided by the Chief Officer and / or Trustees.

Policy Approved by Board of Trustees: 11th February 2011.

Revision(s) approved: 14th August 2014

Review Date: March 2015

If at any time it seems appropriate to review the policy sooner than the review date, such as through a change in the law, then this should be done without delay.

APPENDIX 1



Compliment Record Form

If for any reason you are unable to complete this form, then a member of our staff or a representative of your choice may assist you.

Your role within South Lakeland Mind:

Name:

Address:

.....

.....Post Code:.....

Phone:

Mobile:

Email:

Circle the description that best applies to you:

- a) A Service User / ex-service user
- b) Staff Member
- c) Volunteer
- d) Other (please specify)

Details of compliments and thanks:

Please give details of the person/persons/event you would like to give a compliment or thanks to:

.....

Signature of service user / volunteer / staff / other

.....

When completed, please send this form in an envelope marked 'Private and Confidential' to:

The Chief Officer
 South Lakeland Mind
 Stricklandgate House
 92 Stricklandgate
 Kendal
 Cumbria LA9 4PU

Thank you for taking the time to give your compliments and thanks. The Chair and Trustees will be made aware of your appreciation.

For office use only:

Compliment recorded or received by.....On.....

Position:.....Signature.....