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Sense Policy

# Compliments Policy

# Compliments Policy Statement

Sense is a responsive organisation guided by a set of core values. We welcome compliments as comment intended to express praise, admiration or thanks.

Compliments inform us of the things we are getting right. Any compliment received is shared with the relevant Department / Team.

If the compliment is about an individual staff member they are then informed in writing by the Line Manager and a copy of the compliment and letter is stored in their Personnel File.

Compliments can help us share good practice and improve services.

## **Sense will:**

* Welcome compliments as a valuable means of quality assurance, and to influence our organisational and service development.
* Record all compliments and share them with the relevant Department / Team and, in some cases, with the wider organisation.
* Provide positive feedback to the staff teams.
* Be reassured that a high quality of service is being provided.
* Promote the Compliments Policy and make this accessible to everyone we support.
* Ensure that Sense staff understand the Policy and can help people to make a compliment.

**Sense**

**101 Pentonville Road**

**London N1 9LG**

**Tel: 0300 330 9250**

**Registered charity number: 289868**

**The Principles of Our Compliments Policy**

We encourage feedback from anybody connected to Sense; people who use our services and their families, customers etc.

Our staff strive to deliver exceptional care and a positive experience for everyone we support. It is really appreciated when our staff teams receive compliments or kind words from others. By sending in a compliment, you are helping us to learn about what you have valued within your experience.

Sense is committed to maintaining the highest quality and service standards across all our services and activities, which is underpinned by our Sense’s ‘I’ Statements -

* I will listen to others
* I will understand and respond
* I will respect others
* I will be honest and open
* I will participate and contribute
* I will take informed risk
* I will find things to celebrate
* No decision about me, without me

Compliments are valuable, welcome and important and when they are received,

Providing information in an accessible format is important to us. If you require the information in an alternative format, please let us know.

**Making a Compliment**

Please contact the relevant Sense service or shop.

Details of our offices can be found on our website: <https://www.sense.org.uk/get-in-touch/>

Or, you can contact us –

* **In writing to** – Sense, 750 TouchBase Pears, Bristol Road, Selly Oak, Birmingham, B29 6NA – addressed to the Quality and Compliance Manager.
* **By phone on** - 0800 731 9008

**Post Compliments Monitoring and Learning**

Responding to and learning from compliments is a core value of the organisation as set out in our ‘I’ Statements’ and helps us to ensure we understand what is valued and matters to people and to bring about improvements where necessary.

All compliments are centrally recorded, and we aim to share all of the compliments that are received to celebrate the great work undertaken by our staff.