

Compliments (Listening and Learning)

Policy Statement

We want to make it as easy as possible for our staff, clients, service users and their families to let us know their 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

ENS Recruitment operate an internal quality assurance system and conduct annual satisfaction surveys for clients, staff and service users which provide an opportunity to give us feedback, both positive and negative, about our services and performance. However, we do not want to limit the opportunity to give us feedback to this annual exercise and want to make sure that everyone can contact and communicate with us at any time.

Service users who receive an individual package of care and support from ENS may also be contacted by the Care Quality Commission and asked for feedback on our services as part of their inspection of our provision.

Compliments and Comments

We always encourage open communication about satisfaction or dissatisfaction with the service we provide and we welcome suggestions on how we can improve things.

We are happy to receive any compliment in whatever manner you see fit. If it is possible that you can let the Registered Manager for individual care, or your account manager/ department manager for temporary staffing clients know of your compliment this helps us ensure that the feedback can be passed on effectively.

This policy will be reviewed by the Registered Manager.

Related Policies
Complaints
Duty of Candour
Quality Assurance