



Comments and Compliments Procedure:

You in Mind (Homecare) Limited work with people using the service, their families and other professionals in gaining feedback in a variety of ways including stakeholder surveys, reviews, and our complaints procedure. We also have our comments and compliments procedure which people can follow in order to provide any feedback, comments, suggestions or compliments to the service. We will use these in order to review and monitor our services as well as assess any suggestions with the possibility of implementing any changes in the future.

Compliments are always welcome as these can help to boost confidence of staff within the service, provide motivation and to provide praise for a job well done.

The procedure to follow for providing any comments or compliments is outlined below:

- Comments or compliments can be given verbally directly to staff member concerned or to other care staff on behalf of the service or other staff members;
- Comments or compliments can be given via telephone to either You in Mind head office or the area supervisor contact number;
- Comments and compliments can be provided in writing either to the head office, via email, using the link on our website or the feedback and review section of the website;
- Any comments or compliments will be gratefully received and will be acknowledged by a member of You in Mind (Homecare) Limited with much appreciation;
- Any comments or feedback received will be published on the You in Mind (Homecare) Limited Website and within the newsletter in order to be disseminated to all staff and to be made available to anyone using the service.

A full version of our compliments and comments Policy is available from You in Mind (Homecare) Limited.