

Compliments & Suggestions



Compliments

Receiving compliments is an opportunity to celebrate and recognise success. Jah-Jireh (Charity) Homes will ensure that:

- All compliments are shared with staff and displayed in a public area to highlight good practice
- Compliments are anonymised or permission sought before displaying
- Numbers of compliments received are logged as part of a quality assurance programme
- Verbal positive feedback from Service Users and relatives is also deemed as compliments and will be recorded and shared with colleagues
- Compliments form a core agenda item at staff, Service User and relative meetings

Suggestions

Suggestions can be made verbally or in writing and generally are in response to seeking a means of changing practice for the better.

- Suggestions are not complaints, but in some circumstances, if they are not considered or actioned they could lead to a complaint
- When suggestions are raised in meetings or as part of a conversation, these will be documented and then outcomes of such suggestions recorded to show consideration
- Staff will be encouraged to share their suggestions or suggestions received by relatives and Service

How To Send

Blackpool: blackpool@jah-jireh.org

Leyland: leyland@jah-jireh.org

Wigan: wigan@jah-jireh.org

Merthyr: merthyr@jah-jireh.org

Head Office: info@jah-jireh.org