



## Document Control

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## Version Control

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1.0	MD	Review	Managing Director

<b>Sunbeam House Services Policy Document</b>	<b>Compliments Policy</b>
	<b>01 September 2014</b>



**1.0 POLICY:**

This policy is to be applied for any Positive feedback or compliment received by Staff member or officer of Sunbeam House Services.

**2.0 SCOPE:**

This Policy applies to all staff employed by Sunbeam House Services.

**3.0 ROLES & RESPONSIBILITIES:**

All staff working in SHS are responsible for complying with this policy. It is responsibility of the Senior Management Team to ensure compliance with this policy.

**4.0 PROCESS**

Comments and compliments received from the people we support or their families/advocates will be logged on CID under. A letter of thanks will acknowledge comments that include a name and address of the person making the comments via CID. The Client Service Manager (CSM) or Senior Services Manager (SSM) in the particular location is responsible to ensure that this happens. Compliments that focus on individual members of staff or locations will be logged. A letter or email of thanks will be sent to the staff member or CSM to ensure that they are aware of the compliment. A letter of acknowledgement will be sent to the writer to thank them for taking time to make contact and to inform them that the staff member has been made aware of the feedback. The CSM or SSM in the particular location is responsible to ensure that this happens.

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