

BOSP COMPLIMENTS/COMMENTS (LISTENING AND LEARNING) POLICY



Policy Statement

We want to make it as easy as possible for you to let us know your views and thoughts. Through listening and learning we will improve the quality of the services we provide and encourage good practice by our staff, workers and volunteers.

We want to make sure that everyone can contact and communicate with us. Please let us know if you would like help in making your views known.

Please let us know if:

- You have a suggestion on how we might improve services
- You would like to compliment us on a job well done

Comments

We always encourage open communication about your satisfaction with the services we provide. We want you to know that you can always tell us about your experiences of the service you receive, and we welcome suggestions from you on how we can improve things.

It is always encouraging when you feel motivated enough to compliment us or a member of the team for something you feel they have done well, “over and above the call of duty” etc. Naturally, we want to ensure others know you have passed on a compliment because they too feel encouraged, and this filters down to the standard of care we provide.

We are happy to receive any compliment in whatever manner you see fit. It is important that staff, workers and volunteers have positive feedback which helps to balance any negative views of their performance, if any. Everyone needs to know how well they do, as well as areas where improvements are required.

Comments Box at BOSP Sessions

There is a comments box and slips available at every session should you wish to make a comment or compliment about the service. If you prefer, these can remain anonymous.

Compliments/Comments letters should be addressed to:

If you have any compliments or comments regarding BOSP services, please contact the Families and Activities Manager via The BOSP Office, Wat Tyler Country Park, Pitsea, Basildon, Essex, SS16 4UH.

BOSP Complaints Policy and Procedures

BOSP accepts the rights of service users to make complaints and to register concerns about the services received. It further accepts that they should find it easy to do so. It welcomes complaints, seeing them as opportunities to learn, adapt, improve and provide better services. Please see BOSP’s Complaints Policy for further information.