**Compliments and Comments (improvements) procedure**

Age UK Maidstone tries at all times to ensure our services are the best that they can be. We recognise that sometimes our clients, their families, staff and others will want to let us know when we have performed particularly well or advise us on how we can improve our service.

A Compliment is an expression of praise, encouragement or gratitude about a service. It may be about an individual staff member, a team or a service.

We value your comments or suggestions about:

* your experience when you contacted us
* the service you received
* when moving on

The Compliments and Comments Procedure is the process by which we are provided with valuable information on levels of client satisfaction. It provides us with an opportunity to improve our services. Feedback is valued by us and is always taken seriously. We see it as an opportunity for improvement. We also recognise that in some cases it would be more appropriate to raise a complaint for which we have a separate procedure.

We use your compliments and comments to:

* Recognise good practice in staff one to ones as well as training sessions
* Review our service delivery when areas of improvement are highlighted to us
* To continually develop our services
* To inform potential customers about the effectiveness of our services
* To assist our Board of Trustees in evaluating the services we deliver

Compliments and Comments can be made using the **Age UK Maidstone** compliments and comment form available in our day centers and our head office in Mill Street, or from our web site. You can email the completed form to info@ageukmaidstone.org.uk or place completed form in the drop box located in our offices at 7 Mill Street, Maidstone, Kent, ME15 6XW