

## **BROMLEY & CROYDON WOMEN'S AID POLICIES AND PROCEDURES**

### **Compliments Policy**

**REVIEW DUE: November 2024**

**POLICY: 1.13a**

#### **INTRODUCTION:**

- For the purpose of this policy a compliment is an expression of appreciation of a service received from Bromley & Croydon Women's Aid. It can be made towards an individual or team about the actions or series of actions they have completed in relation to the work we do.
- A compliment is not an expression of appreciation about an individual's appearance, their interests or their material possessions. Compliments should not be solicited.
- Compliments can help us share good practice and improve services.

#### **Our standards for responding to compliments:**

- All compliments should be responded to appropriately and professionally. If a compliment is received about service delivery, staff should thank the individual for their comments and inform them that we would like to record this on our database.

#### **Monitoring & Record Keeping:**

- Any compliment received is shared with the relevant service provision.
- Any member of staff/or volunteer identified as being the subject or contributing to any matter giving rise to the compliment will be notified.
- Feedback on compliments will be shared with staff/volunteers in a timely manner.