



Thomley

**Thomley
Comments Policy & Procedure**

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Version Control Thomley Comments Policy & Procedure

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Contents

1. Introduction	4
2. Who is this for?	4
3. Procedure.....	4

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1. Introduction

- 1.1. At Thomley we strive to provide a high quality service to all; however, there may be occasions/areas that you wish to make comment or suggest improvements or new developments.
- 1.2. It is always helpful to know what we do well and to have general comments on our work, so please tell us about the positive things as well as the areas that need improvement.
- 1.3. Please feel free to fill in a comment form and slip it into the comments box in Reception
- 1.4. (Refer to our formal complaints procedure should you need to do so.)

2. Who is this for?

This Policy/Procedure is relevant to:

- 2.1. Employees
- 2.2. Casual Staff
- 2.3. Volunteers
- 2.4. Trustees

3. Procedure

- 3.1. Thomley operates an equal opportunities policy and subsequently openly invites service users to offer positive as well as negative comments; this will enable us to maintain a high-quality service for all.
- 3.2. Thomley has produced a comments form for parents/carers to fill in. It is located in Pavilion Reception.
- 3.3. Parents/carers will be encouraged to fill in this form accordingly and put them in the comment's boxes provided.
- 3.4. The comments box will be emptied at the end of each working week.
- 3.5. All comments will be logged and filed in the Comments Folder and responded to by the Activity Coordinator if a response is required or beneficial. This can be raised for discussion with the Operations Manager if required.
- 3.6. This close monitoring will ensure that any severe or recurring issues are highlighted and acted upon as soon as possible by the Operations Manager.
- 3.7. Any adverse comments posted on social media should be acted upon as soon as possible by Diverse Digital Marketing and directed to the Operations Manager to deal with as appropriate.