

Comments, Compliments and Suggestions Policy

Comments, Compliments & Suggestions

Voluntary Action Coventry recognises that staff throughout their working day receive many comments and compliments; this might be a thank you for providing information, a comment on the ambiance in reception or a view on how staff have facilitated a meeting. As a learning organisation it is important for Voluntary Action Coventry to monitor and record these comments so that staff can be commended, or services adapted and improved.

All visitors to Voluntary Action Coventry offices will be encouraged to use the comments & suggestions box held in reception to record their views and make suggestions. Staff wishing to make suggestions will also be encouraged to use the box.

Staff will be encouraged to record comments received verbally in the Comments, Compliments & Suggestions box, where possible noting the name of the originator, organisation, date and comment made.

Different ways for people to give feedback about VAC services will be put in place which are relevant to the service provided and those using them.

Suggestions/comments

Suggestions or comments about ways in which we can improve our services are welcomed and encouraged. These can be made to a member of staff or a note can be put in the suggestions and comments box, which is available next to the Signing In book in the reception hall. It is the responsibility of the Office & Personnel Manager to ensure that the box is emptied regularly. All suggestions will be considered by the Chief Executive on a regular basis.

Compliments

All letters and cards expressing a compliment about a service received should be forwarded to the relevant project or staff member with recognition from the line manager of the good quality service they have provided.

The Comments, Compliments and Suggestions flyer can be found on the link below.

[Comment Compliment Suggestion flyer.pub](#)

*reviewed August 2024
Next review due August 2025*