

Lets think about
**giving a
compliment**



Cygnnet has a Complaints and Compliments Policy.

This easy read document is about how to give a compliment about our services.

What is a compliment?

A compliment is when you feel happy about a service and you want to tell us about it.

You may be happy because:



- we did something really well
- you enjoyed the activities at your service
- you've had great support from staff



We want to improve our services to make them better. Tell us your views to help us do this.

When we do something you like we want to do this more often.

You might want to give us
a compliment about:



the food



staff



where you live



your care



an activity or
event



How do I give a compliment?

You can:



Tell Staff or ask staff to write it in the feedback book



Share feedback at community meetings or with your People's Council representatives

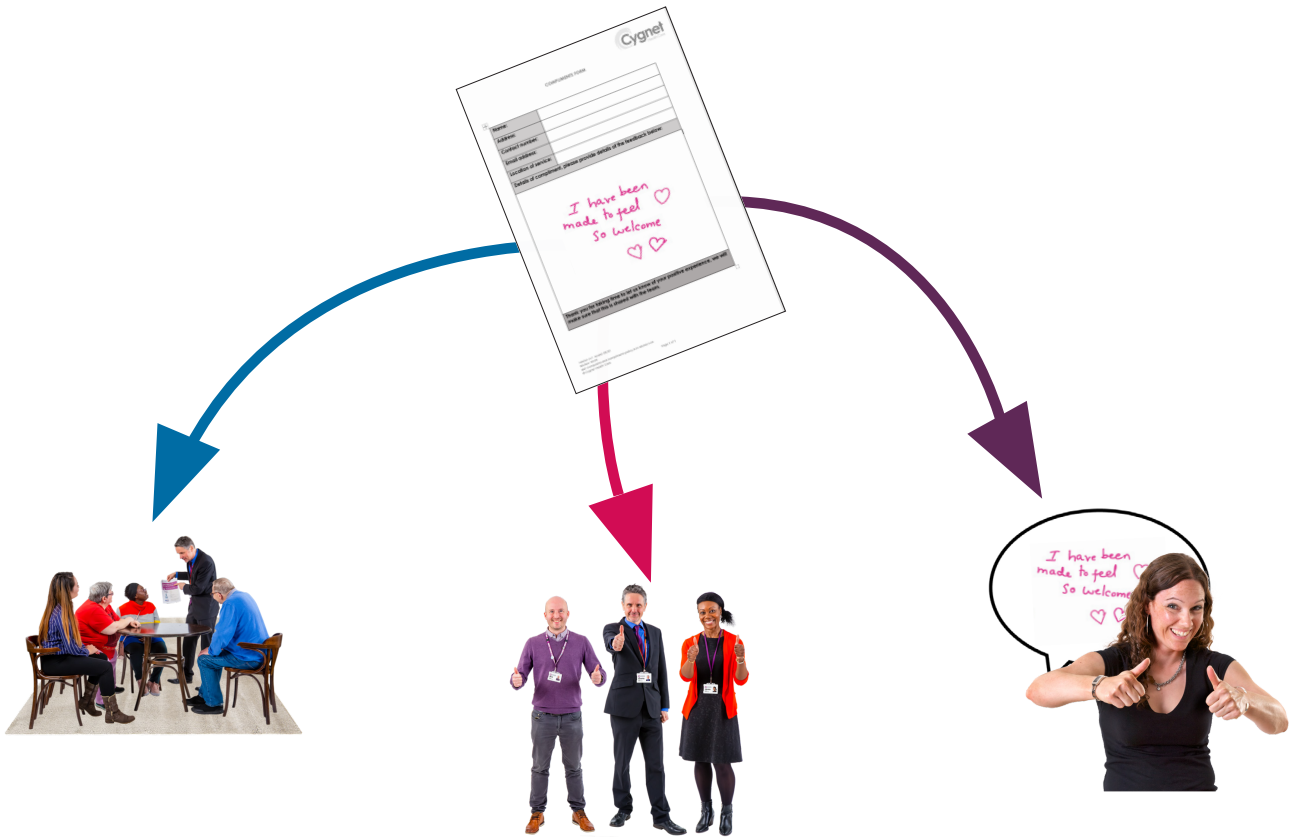


Tell your carers or advocate



Write to or email the service manager.

What happens to my compliment?



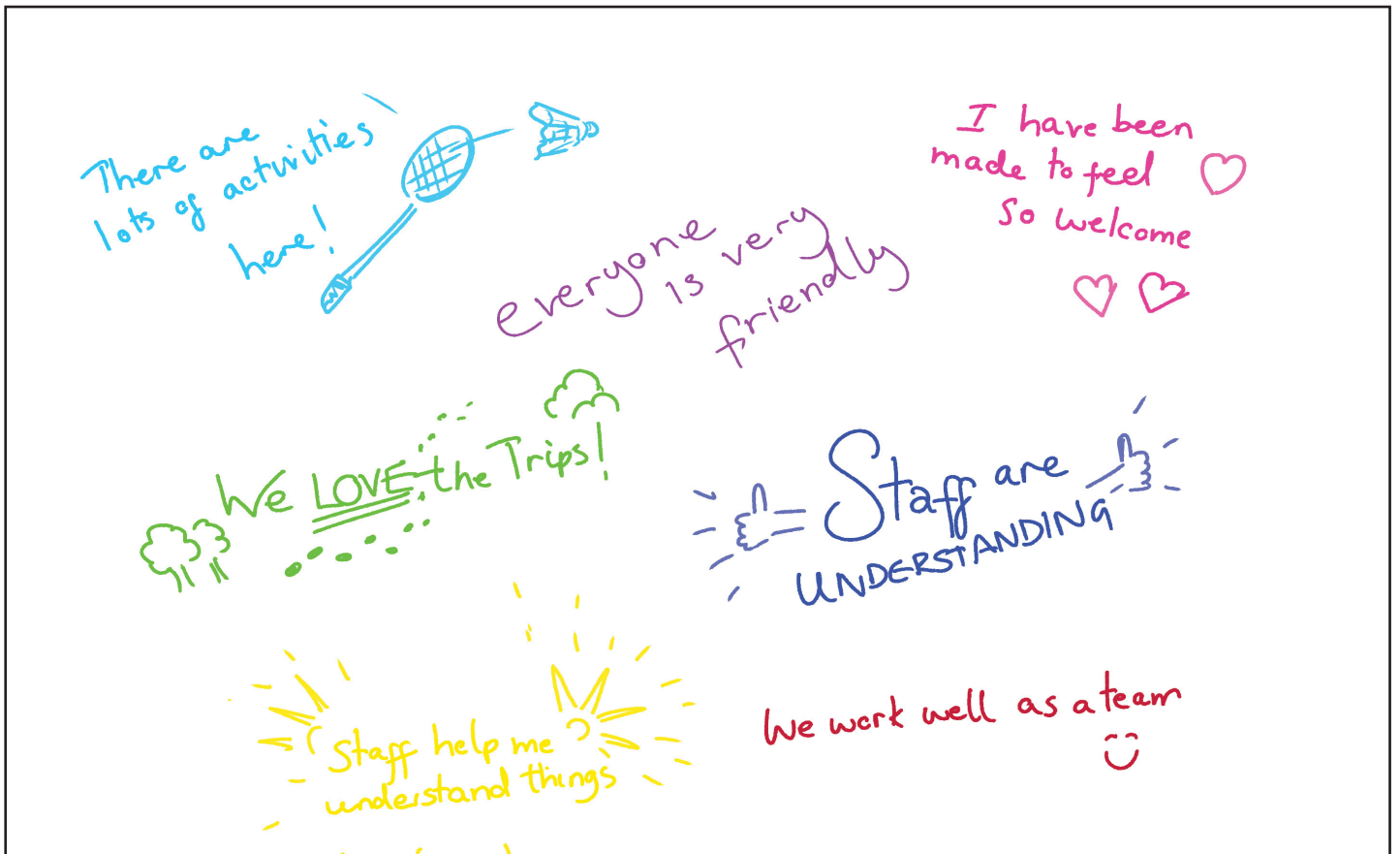
If you write your compliment down it will be shared at staff meetings.



Sometimes we will show inspectors/regulators your compliment to show them how service users feel about their care.



We will let the person or people the compliment is about know.



More information



If you want to read more about the compliments process you can go to the main Cygnet website on the internet:

<https://www.cygnetgroup.com/service-users-carers/information-for-family-carers/feedback/>

Staff can help you go to the website on a computer.

QR codes



Submit a compliment or
general enquiry form



This QR code will take you to a form where you can give a compliment or make a general enquiry.

You need a tablet or phone to do this.

You will need to open the camera app, scan the QR code and follow the link provided.

Staff can help you to do this.

If you are unhappy with our service you can complain. You can read more about how to do this in the brochure called:



Let's think about making a complaint

















Regulators

Regulators for England, Scotland and Wales

England	 Care Quality Commission (CQC)  Tel: 03000 616 161  www.cqc.org.uk
Wales – Health Care	 Healthcare Inspectorate Wales (HIW)  Tel: 0300 062 8163  www.hiw.org.uk
Wales – Social Care	 Care Inspectorate Wales (CIW)  Tel: 0300 7900 126  https://www.careinspectorate.wales
Scotland	 Care Inspectorate  Tel: 0345 600 9527  www.careinspectorate.com  Healthcare Improvements Scotland  Tel: 0131 623 4342,  www.healthcareimprovementscotland.org

Ombudsmen

Ombudsmen for England, Scotland and Wales

England (NHS funded services)	 The Parliamentary and Health Service Ombudsman (PHSO)  Millbank Tower , Millbank London, SW1P 4QP  Tel: 0345 015 4033  www.ombudsman.org.uk
England (Local Government social care funded services)	 Local Government Ombudsman (LGO)  PO Box 4771, Coventry, CV4 0EH  Tel: 03000 610 614  www.lgo.org.uk
Wales	 Public Services Ombudsman for Wales (PSOW)  1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ  Tel: 0300 790 0203  www.ombudsman-wales.org.uk
Scotland	 Scottish Public Services Ombudsman (SPSO)  FREEPOST SPSO  Tel: 0800 377 7330  www.spsso.org.uk



Your notes

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Information
Standard**