

Positive Comments and Compliments Procedure

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Glossary:

CSO Customer Service Officer

CSPO Customer Service Project Officer

Positive Comments and Compliments Procedure

- 1 Positive comments and compliments to the Council or Council staff should be publicised widely.
 - 1.1 Each Service Area is to publish their compliments on their notice board.
 - 1.2 Compliments should be passed to the CSPO to be published on the intranet
 - 1.3 The link to the compliments page should go out in the weekly Bulletin to Members.
 - 1.4 Compliments will also be published in the South Cambs magazine when relevant.
- 2 All positive comments and compliments should be forwarded to the CSO, who will maintain a record of them in the database used to record complaints. A copy of the original compliment is required in order to attach to the Compliment entry on the Anite system. If the compliment was received over the telephone, then a written copy of what was said needs to be forwarded to the CSO.
- 3 The record of compliments will be used to regularly update staff through the Quarterly Report, the Chief Executive's Briefing and/or other suitable communication methods.
- 4 Compliments will be reported quarterly through the Quarterly Report to the Service First Project team, SMT, the RSICS PFH and Members. Compliments will be reported annually to Cabinet by the Chief Executive. The report will include a brief summary of the types of positive comments and compliments by Service Area and/or section. Individuals will not be identified.