



Policy and Procedures for Obtaining Feedback from Service Users & Staff

Windmill aims to have open communication between those who access the Service, Staff and Management and with such in mind Management endeavor to make themselves available daily for feedback, discussion etc. Windmill encourages all staff and those who access the Service to provide feedback to Management/Head of Windmill using informal methods such as speaking informally whether face to face or by telephone or alternatively and/or where more appropriate arranging to meet with Management and/or making use of the following formal avenues of providing feedback as appropriate.

Staff

- Annual appraisal
- Weekly workshop
- Complaints Policy

Service Users

- Weekly discussion group with Service Users & Head of Windmill or Representatives
- Weekly Advocacy Meeting
- Weekly Committee
- Complaints Policy & "I want to talk" card and procedure
- Personal Centered Planning Process

Family/Carers/others Stakeholders

- Telephone conversation (record of same maintained)
- Open Days
- Survey completed
- Personal Centered Planning Process inclusive of meeting with relevant stakeholders

Signed: _____
2017

Head of Windmill

Date: _____ January

Signed: _____

Director

Date: _____ January 2017