

MAGNA HOUSING ASSOCIATION

COMPLIMENTS PROCEDURE

1. Introduction

- 1.1 Magna Housing Association values the compliments it receives and believes that staff will benefit from the positive feed back.
- 1.2 The Head of Neighbourhood Services is responsible for ensuring compliance with this procedure.

2. Compliments

- 2.1 The Customer Care and Research Team will endeavour to capture all compliments received by the Association.
- 2.2 Employees will be reminded on a monthly basis that all the Customer Care and Research Team should be made aware of all compliments that are received.
- 2.3 When a compliment is received in person or via the telephone the employee receiving the compliment will then pass the following information to the Customer Care and Research Team:
 - 2.3.1 The date the compliment was received
 - 2.3.2 What the compliment was
 - 2.3.3 Which employee, department or service the compliment relates to.
 - 2.3.4 Who the compliment was made by.
- 2.4 If the compliment is received in writing a copy of the correspondence will be given to the Customer Care and Research Team.
- 2.5 The Customer Care and Research Team will log all compliments they receive via returned questionnaires. If it is unclear which member of staff the compliment is referring to the Customer Care Coordinator logging the compliments will contact the relevant department for the information.
- 2.6 The Customer Care and Research Team will log all compliments received on to a spread sheet.
- 2.7 All employees will be able to access the spread sheet which will be on Magnet under the Neighbourhood Services departmental page.