

Appendix 4 - Compliments, Comments, Complaints and Contributions Log July-September

Please record all examples of feedback on this form.

Date Received (to be actual date not just month please)	Name or initials of person providing feedback and their position, ie LD Headteacher of yellow brick road primary.	Which would best describe the feedback? Compliment, Comment Complaint or Contribution?	Description of feedback/contribution	How was this feedback/contribution collected?	What action was taken as a result of this feedback or what happened with the contribution?
1 st July 2021	MB – DSL at B Grammar	Compliment	Michelle told me that she thought our referral form was the easiest from to complete,	Spoken	I thanked her and said that I was glad and I agreed. She said she would happily refer in the future
1 st July 2021	YC – MH	Compliment	"It wasn't good, it was brilliant".	Feedback regarding xxx trip to xxxx. Was given feedback at the end of the trip from young carer MH.	No further action.
1 st July 2021	YC TB's Mum	Compliment	"Good afternoon. T really enjoyed himself at Dartford Central Park on Wednesday. Thank you so much. C T's Mum".	Feedback sent by text regarding xxxxxxxx trip.	No further action.
1 st July 2021	YC MS's Mum	Compliment	"M loved it and he felt safe and happy and was able to not worry about anything".	Feedback sent by text regarding xxxxxxxx trip.	No further action.
1 st July 2021	YC MF's Mum	Compliment	"Hi, M had a great time and said she eventually made some friends! Very apprehensive at first but she felt comfortable in the end – maybe it was a small group. What can go wrong with skipping ropes, hula hoops and dominos!? It was her first time and nice that she had someone there from her school. I think the location, games, food and toys to take home were fantastic and of course the weather was good. You do an amazing job. X "	Feedback sent by text regarding xxxxxxxx trip.	No further action.
2 nd July 2021	EP-Parent	Compliment	Thanked me for reminding them about the free bus pass, which will make a tremendous difference to the family	Telephone	

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5 th July 2021	YC MH's Mum	Compliment	"Hi Amy, we were so pleased with the trip. M had a lovely time, she was really nervous before but then completely put at ease by everyone. It was fabulous to see her so relaxed and happy. Thank you!"	Feedback sent by text regarding Ivy and Jane Dartford Central Park trip.	No further action.
7 th July 2021	TT-Parent	Compliment	Said how extremely helpful I had been in identifying further siblings in the household for the Young Carer Project.	Telephone	
8 th July 2021	SW Coordinator XXX Academy	Compliment	Told me how thankful she was for the face to face time I had spent with her going over the project and what a difference I was making to the pupils that needed the help most at the school	In person	
9 th July 2021	YC PS Mum	Comment	Just a suggestion (and may not be viable), but during the summer holidays, it maybe a good idea, to perhaps (I know there are all kinds of restrictions/etc.) do a family "fun day" at a park or field where families can come along and there are little sections for families (ie – short breaks take those children) and do activities, young carers are in a different section and the parent/carers have a section to go to (with perhaps mini stalls of manicure,etc) and also "family orientated" activities with help nearby to assist those who need it so we can all be included. That would be of great assistance to myself (for example: if J has a meltdown and then I have to deal with that and P then has to stand and wait until the meltdown has finished or we have to go and P then feels like it's not fair. If there was somewhere that P could then go to (ie young carers section) until the meltdown has finished it would mean that we could stay/he could continue to have fun	Feedback by email.	Will be considered as part of the future planning. Given details of Reconnect activities over summer.
13 th July 2021	E T Mum	Compliment	E is very nervous in our 1:1 at School and doesn't speak much so I offered calls and text over the holidays. Mum thanked me for offering to continue to support E	Text	Continue sessions when we return to school.
13 th July 2021	CC-Parent YC	Compliment	Didn't realise that all her children could be a part of YC, and the bus passes alone will save her a small fortune.	Telephone	
14 th July 2021	TF Student Support Manager and Lead First Aider	Compliment	Thank you ladies for your continued support of our students. Kind regards Teresa	Email	This was a response to an email sent from a YC's social worker who wanted to know what activities YC's and the

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					school were providing over the holidays. The school responding to both YC's and the social worker.
14 th July 2021	RK-xxxxxxxxx School SENCO	Compliment	Thanked me for being proactive with the Young Carers. Following up on those without internet to ensure Bus Pass applications are made has really helped	In Person	
14 th July 2021	EM	Compliment	Mum thanked us for the support we have offered before I closed him. He is over 18 and does not need the YAC service.	Email	Closed.
14 th July 2021	DT	Compliment	Mum thanked me for sending out assessment and consent form links.	Telephone	To get D fully registered.
14 th July 2021	HP	Compliment	Mum thanked me for all the support offered so far and it is nice to know she has someone to talk to.	Telephone	Continue to offer support to Pullar family.
15 th July 2021	EW-D YC's Mum	Compliment	"Thank you Amy. You have been an amazing support for E recently."	Email received. Have been completing programme of one to ones with E. Sent email to mum as doctors had asked for proof she is a young carer due to her covid vaccine.	No further action. Continue in supporting family.
15 th July 2021	MC Mum	Compliment	Mum thanked me as we got Ms bus pass application sorted on time and this has saved her a lot of stress.	Telephone	Reassessment offer.
15 th July 2021	JD Mum	Compliment	Mum agreed with outcomes on assessment and has thanked me for offering a place to J on trips as this will help a lot.	Telephone	Invite J on trips.
15 th July 2021	L S Mum	Compliment	Mum thanked me for offering L school visits and YAC referral. Mum thanked us for the support.	Email	Make YAC referral
15 th July 2021	K Y Mum	Compliment	Mum thanked me for being able to offer K a place on the workshop, this will benefit the family.	Telephone	Invite K to workshop
16 th July 2021	C T mum	Compliment	Mum thanked me for referring C into the YAC service so she is able to meet up with YACs her own age.	Email	Reassessment
16 th July 2021	A B J Mum	Compliment	Mum has emailed this after offering 1:1 sessions with A "Young Carers have been a more consistent service so hopefully she will be willing to engage."	Email	1:1's to start
16 th July 2021	S KC Mum	Compliment	Mum thanked me for offering support to S over the holidays.	Text	Check in with S

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16 th July 2021	B J Mum	Compliment	Mum agreed with outcomes of assessment and thanked me for the support offered. Mum will call if they need anything.	Telephone	Reassessment
19 th July 2021	Feedback from young carers at the workshop	comment	'it was really fun' 'I enjoyed coming outside for a while, having and have a good time' 'it's a bit distracting from at home stuff, it really helps' 'it was a very fun experience and I really enjoyed it' 'I enjoyed it because it keeps me away from the noise from my house' Question to YC: what do you enjoy about the workshop today: YC: 'being able to talk to people I can relate to'	Verbally	
19 th July 2021	L and I R Mum	Compliment	Mum thanked me for offering to go and see the two girls in School as there Dad is terminal and would be a good place to start building that support.	Telephone	Visit in School
19 th July 2021	R M Mum	Compliment	Mum thanked me for completing the bus pass application for them. Mum could not get it to work and was worried about it..	Text and Email	Check in with R once she has started.
19 th July 2021	J S Mum	Compliment	Mum thanked me for completing bus pass application for J as she did not know how to do this.	Telephone	Reassessment
26 th July 2021		Comment	Feedback from parent re clothing given to YP from Imago charity shop 'H says thank you for the bits you left' and from parent 'thank you so much' Message from parent re arrange one to one with YP (16) 'thanks for the call, was good speaking to you'	Message	
27 th July 2021	P T Mum	Compliment	Mum thanked us for the support we have offered following new assessment. I will also be referring him into Short Breaks.	Telephone	Refer into Short Breaks.
28 th July 2021	OA-Parent	Compliment	Thanked me so much for inviting YC to respite. Said it means so much to be included, ad he is looking forward to it so much	On phone	
28 th July 2021	C Cook	Compliment	Charlie absolutely loved it thank you so much	Text	Respite visit to Mount Ephraim gardens. C mum replied to a text from me thanking all of our YC's for a great day.
29 th July 2021	YC-GC	Compliment	Asked if she could leave last as she was having such a lovely time, she didn't want to go.	In person	

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29 th July 2021	MW-YC Parent	Compliment	Mum said that MW really enjoyed the respite trip and wouldn't stop talking about it all the way home	Text	
30 th July 2021	O RMum	Compliment	Mum sent me this after workshop "Just wanted to pop you an email to say thank you for the young carers session O attended on Thursday. He really enjoyed himself and got a much needed break. I think these are even more important during school holidays as he is around L 24/7 most of the time."	Email	Invite O to future workshops.
2 nd August 2021	Young People who attended respite activie Parent feedback Parent Feedback Parent feedback		<p>Feedback from young people who attended the respite activity on the 5th</p> <p>'I liked it on my first activity and I liked playing'</p> <p>'it was great, I got food'</p> <p>'it was good I didn't have to look after my siblings, I'm happy and I'm hard to impress'</p> <p>'it was good because we played lots of games'</p> <p>'I really liked it because it's fun and I get away from my brother'</p> <p>'I enjoyed doing games and doing rounders and I enjoyed the food and having fun'</p> <p>Received from a parent from the young person: 'Today i went to young carers picnic morning and it was really fun because we got to do all sorts of activities like football, rounder's, swing ball and we got to eat some food. I meet new children who does the same job as me by caring for one of their loved ones and we can have a break and be ourselves instead of watching what we do around our siblings.'</p> <p>Feedback from parent 'Thank you for this morning billy really enjoyed himself and he gave him a break from his brother'</p> <p>A parent enquired re transport as unable to get to the Reconnect Family fun day, advised of KCC free family bus pass, however, mum had no way in collecting this from Gravesend Library as they are waiting for her son's new wheelchair as the current one is broken. I was in town on Friday so picked the pass up for mum and dropped this off on my way to the Maidstone office. Messaged mum to advised I have posted this and mum responded 'ah brilliant, thank you so much I really do appreciate it xx'</p>	Verbally Message Message Message	

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2 nd August 2021	RO - Parent YC	Compliment	YC is now 18. Mum and YC thanked me for all the help I have given over the years	Telephone	
2 nd August 2021	JH-Social Worker	Compliment	Thanked me for my speedy return of emails and for being informative and helpful	Email	
3 rd August 2021	NA – Parent	Comment	Thank you for inviting U to all the events recently, he doesn't have many opportunities to go out in summer so the Family Fun day was really good for him.	Via telephone – speaking with NA about inviting Uto future events and asking if he enjoyed the Family Funday	Acknowledged
4 th August 2021	Mrs P	Compliment	“Thank you so much for the support you (Imago) provide and for setting up this day. (Family Fun day)”	Verbally – face to face	
5 th August 2021	GC-Parent YC	Compliment	Told me what a difference respite was making and has given the YC confidence.	Text	
9 th August 2021	Feedback from parent who's family came to the Reconnect day	Comment	Feedback from a parent: 'thank you for having us there, the kids are now wanting to start boxing lol'	Message	
9 th August 2021	KJ- Parent	Comment	Thank you so much for sorting out the transport for O, he had a lovely time	Text received following workshop	Acknowledged

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10 th August 2021	AH - YC	Comment	It has been so great to get to know you, thank you so much for listening and supporting me over the last 6 months	Comment during final 1:1 with YC before also closing as 18	Acknowledged
10 th August 2021	KB-Parent	Compliment	Could not thank me enough for my help, especially with Bus Pass application	Email	
10 th August 2021	Mrs H	Compliment	"You are amazing for organising all these activities for the children and it allows HFH some time that is just his."	Verbally – face to face	
11 th August 2021	TW-Social Worker	Compliment	Thanked me for my speedy response, and the time I spent informing her of the projects and how we help YCs	Email	
12 th August 2021	Mrs W	Compliment	Dear Tina Thank you for the fun day today, both O and B enjoyed themselves (and B actually!) I hope going forward you have more families attend, both of the children were quite pleased though that they had a chance to try everything on their own! Please extend our thanks to your team and the lovely circus skills lady too.	Email	
16 th August 2021		Comment	Contact with parent re respite on the 24th as had not gotten back to me but was very keen for their YC to attend, at the end of one of the messages mum said 'thank you for thinking of him'	Message	

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16 th August 2021	CR- FC	Compliment	Thanked me for my help in identifying YCs who would appreciate a VIP experience to Margate FC	Email	
17 th August 2021	SM-Young Carers Parent	Compliment	Thanked me for taking time out to apply for Bus Pass on their behalf. She doesn't know what she would have done without me.	Email	
17 th August 2021	Young Carers (mum) EW-D	Compliment/thanks	"Thank you for your time and input with E".	Received via text.	No further action.
18 th August 2021	TN-Young Carer Parent	Compliment	Told me how excited TN was to be selected for a VIP Margate FC trip on 21/8/21, and how thankful they are to me for the opportunity	In person	
18 th August 2021	Mum of YC LG	Compliment/Thanks	"Thank you for all of your help you have been giving L".	Feedback received via text after one to one.	No further action.
18 th August 2021	JW – Young Carer	Comment	I love making stress balls – can we do it again	In person – at workshop	Acknowledged
18 th August 2021	EA – Young Carer	Comment	Please can I come back next time!	In person at workshop	Acknowledged

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19 th August 2021	ZB - Parent	Comment	The stress busting workshop sounded amazing – please can you do this one again if it proves popular, my kids would love it	Email – parent whose children couldn't attend but heard from others about the session	Acknowledged
20 th August 2021	AD - Parent	Comment	Thank you Jo you're a star	Email following support can put in place re housing	Acknowledged
20 th August 2021	SV - Parent	Comment	Thank you so much I can't thank you enough I have been so anxious about this	Email – parent who has been struggling with her health needed help applying for bus passes.	Acknowledged
22 nd August 2021	EH - Parent	Comment	My kids were so excited for the trip and have really enjoyed the activities this summer! Thank you so much for organising this	Via text	Acknowledged
23 rd August 2021			<p>Feedback from parents re Gravesham respite:</p> <p>mum of the YP who could not drive their car was really grateful that I was able to take their young person so they would not miss out on the respite opportunity, message 'thank you again'</p> <p>'R had a fantastic time – I would never have afforded to take him – he has learnt a lot and he wants to go back with his friends! Thanks the donor for me x'</p> <p>'Hi! How wonderful that it was sponsored by these lovely people'</p> <p>'I did want to say thank you for yesterday, it was T's first time going out with Young Carers. As soon as I picked him up her was explaining everything he had learned and what his favourites were for a good hour and a half. We had a conversation once we got home about it and he expressed how much he enjoyed himself and had time to himself. We normally do days out as a family and he's either watching over my</p>		

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			<p>husband who's T's dad who's disabled and wheelchair bound due to M.S or he's watching over his younger siblings. He knows he never has to worry or help them as I do most things but as the caring boy he is, he can't just enjoy himself without thinking of his family. So yesterday was a well needed break for him alone to have fun. So thank you all again it means more than you know!</p> <p>Feedback from young people at the respite:</p> <p>'really nice, I loved it' 'we walked alpacas and it was nice, it was find, I liked it, 6 star rating' 'I love, love, love, love, love, love it' I've had fun and I've had fun walking the alpacas and it's been a really fun day as I don't get out the house much anymore' 'I really enjoyed today because I got to walk the alpacas and I got to stroke their necks' 'I've enjoyed it today, they are new animals and they are quite friendly and I got to bond with the animals' 'it was a unique and relaxing experience' 'I liked today as I got to walk an alpaca' 'it was good'</p>		
24 th August 2021	KH - Parent	Comment	Thank you so much for inviting L to your activities and workshops – it has been really hard to get to things in xxxxx so these sessions have been great	In person – Mum of LH who cannot attend sessions in his district	Acknowledged
24 th August 2021	TN-Young Carer Parent	Compliment	Spoke to Mum who said that TN had a lovely time as the vip to Margate FC as a YC. He got to shoot penalties, lead out the team, appear in the program, and was generally spoilt and looked after. Mum said it was just what he needed and thanked me so much for putting him forward.	Phone	
25 th August 2021	CC – workshop leader	Comment	<p>I have been to a few of these Family Fun days now and this is the best one by far – you have music, decorations, drinks and loads for the kids to do. I'm impressed by the turn out as well.</p> <p>Thank you for helping me set up and take down the equipment and keeping the kids entertained – if you wanted to do a workshop in future I would happily agree a discounted rate.</p>	In person networking	Acknowledged

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25 th August 2021	Parent	Comment	This has been great for M – he gets bullied at school and struggles to make friends but activities like this really build his confidence	In person – Mum at family fun day	Acknowledged
26 th August 2021	SJ - Parent	Comment	H really enjoyed it	Text received following respite at River Medway Canoes	Acknowledged
26 th August 2021	RC - Parent	Comment	Jo thank you so much for this morning L has had an amazing time that's all he's talking about bless him. You are all amazing	Text received following respite at River Medway Canoes	Acknowledged
26 th August 2021	LJ - Parent	Comment	N had a great time, thank you for organising today	Text received following respite at River Medway Canoes	Acknowledged
26 th August 2021	AL - Parent	Comment	Thank you so much! A had a lovely time	Text received following respite at River Medway Canoes	Acknowledged
26 th August 2021	TC - Parent	Comment	Thank you for having N she really enjoyed it even if she did get wet	Text received following respite at River Medway Canoes	Acknowledged
26 th August 2021	TM - Parent	Comment	Thank you so much Jo for a great day! My children loved it and made new friends which is brilliant. Thank you so much	Text received following respite at River Medway Canoes	Acknowledged

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26 th August 2021	SF - Parent	Comment	Thanks for this afternoon P and E really enjoyed it	Text received following respite at River Medway Canoes	Acknowledged
26 th August 2021	MP - Parent	Comment	R has been struggling with anxiety but has told me after the past couple of trips he feels very comfortable and has made some great friends. Thank you for your support.	Via telephone – following up with MP after our respite activity	Acknowledged
27 th August 2021	VP - Parent	Compliment	Dear Tina, Thank you so much for popping in. D is really delighted with her blanket, it is really beautiful. She is enjoying snuggling under it.	Email	
27 th August 2021	ZB	Compliment	Hi Tina That is so so kind I really appreciate it so so much it's lovely noing there's help out there xxx	Email	
31 st August 2021	OG YC	Compliment	The alpaca trip was fun, my favourite thing was doing the thinking part. I was tired because I had to get up early, it made me feel tired and very calm. The alpacas waited and I liked walking them and feeding them. She told me she would like to come on more trips.	Feedback during one to one	No further action
August 2021	MS YC Mum	Compliment	During Reconnect Family Fun Day last week, a Mum of a YC who brought her younger daughter along (the cared for), said she was so happy to see her interacting with the staff, particularly R from adult services. She said due to ASD she would normally be sat by mum and would not leave her side. However, she was interacting with staff, playing games and joining in with activities.	Received at family fun day	No further action

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1 st September 2021	AB - Parent	Comment	Keep up the fantastic work!	Text received following reading the newsletter	Acknowledged
1 st September 2021	SO - Parent	Comment	Thank you for this reassurance and enjoy your time off!	Email received following further Travel Pass info and notification of leave	Acknowledged
1 st September 2021	TB-YC Parent	Compliment	Thanked me for how helpful I had been with regards to completing bus pass applications on behalf of her 2 young carers, as she could not get to grips with it	Phone	
2 nd September 2021	RBC-YC Parent	Compliment	Mum said that RB really enjoyed the Fun Day, especially the circus skills, and now teaches his family how to use the diablo. Very thankful to have been invited	Phone	
2 nd September 2021	KG – Family Liason Officer at XXXX School.	Compliment	MG and AO'T have been asking when you will be in, they will be very pleased!	In email.	No further action
2 nd September 2021	M K Mum	Compliment	Mum thanked me as I gave them the information on how to apply for a bus pass for M.	Email	Re-assessment
6 th September 2021	ZC YC Parent	Compliment	Wanted to say a big thank you for organising the trip for Z last Saturday. He had an amazing time. Hoping he will now have gained some confidence for further activities. Thank you again and to all staff involved.	Email	

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6 th September 2021	A Fletcher Mum	Compliment	Mum sent me an update on how a is getting on. She also informed me that they were working with Cathy Evans. Mum thanked us for the support.	Email	Re-assessment & check ins
6 th September 2021	TF J Mum	Compliment	Mum thanked me for providing them with an evidence letter for T as they will be able to apply for a bursary with the Wye School.	Telephone	Check in
6 th September 2021	T KMum	Compliment	Mum thanked me for my support with Ts bus pass as they are not renewing, I contacted KCC to get this sorted/	Telephone & Email	Reassessment
7 th September 2021	JK-YC Parent	Compliment	Closing due to 18 years old. Mum thanked me for everything that I have done over the years to help and support them	Telephone	
7 th September 2021	EB YCs Mum	Compliment	Thats great thank you E is looking forward to seeing you again.	Sent by email.	No further action
7 th September 2021	IC - YC Mum	Compliment	Mum thanked me for arranging an evidence letter for them to use as the GP does not believe I is a Young Carer	Email	Reassessment
7 th September 2021	G New Mum	Compliment	Mum called me to let me know she was currently in the psych ward and that she will let me know if the girls need anything. She also thanked us for the support so far and that it was nice to speak to someone.	Telephone	Check in & reassessments

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7 th September 2021	J W Mum	Compliment	Mum thanked me for sending them over an evidence letter as this will be able to support J with his bursary.	Email & Telephone	Reassessment
7 th September 2021	SV – Parent	I'm so grateful for your help thank you	Email from Mum after getting her boys set up for workshops and bus passes	email	Acknowledged
8 th September 2021	T HMum	Compliment	Mum thanked me as I have offered T 1:1 sessions to start in School, this will benefit her to have her own time to speak to someone.	Email	1:1 in School
8 th September 2021	I DCMum	Compliment	Mum thanked me for completing the YAC referral for Isabella and also for creating an evidence letter.	Email	YAC referral
9 th September 2021	GC-YC Parent	Compliment	Mum said that she was delighted that I had called to offer a Workshop place to GC. Feels it will make a great difference to her to mix with offer Young Carers	Email	
9 th September 2021	EP-Early Help	Compliment	Was extremely thankful to me for continuing to try and get hold of a referral she had made. Feels that our support will be much appreciated by the family	Phone	
10 th September 2021	L B Mum	Compliment	Mum and Dad got in touch before my last 1:1 session with L and thanked me for the support. They also thanked me for making the referral into RTE	Telephone	RTE referral

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13 th September 2021	KK-Young Carer Parent	Compliment	Thanked me for saving her from the bus pass application process, which she could not cope with. Said I was invaluable for helping	Email	
13 th September 2021	R W Mum	Compliment	Mum thanked me for getting in touch and is happy that the bus pass is sorted. I also signposted to the local foodbank.	Telephone & Email	
14 th September 2021	DP - Parent	Comment	Thanks Jo, I've printed the energy info and posted on the notice board in our apartment building, everyone says thanks.	Email received following info sent out for Home energy checklist	Acknowledged
14 th September 2021	SB-Early Help	Compliment	Thanked me for contacting her for a new referral. Said how thorough and professional I was	Phone	
14 th September 2021	Chairman of Inner wheel society	It has been great to hear more about Imago and what you do for young carers across Tunbridge Wells. We hope we can raise lots of money to support your cause. Thank you for coming in to talk to us.	Feedback after Inner Wheel presentation	In person verbal	Acknowledged
15 th September 2021	KS - Parent	Comment	That's great thanks Jo	Email received following advising will be visiting YC in school next month	Acknowledged

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15 th September 2021	DG - Parent	Comment	Thank you so much for your help	Email following support with Travel Pass application	Acknowledged
16 th September 2021	SW - Parent	Comment	You must have a very difficult job juggling everything you do. I found watching what you do very impressive...	Email received following request for YC to be added to Bowles list	Acknowledged
16 th September 2021	R M Mum	Compliment	Mum got in touch via email with regards to H School and how she was unhappy she was with them (notes on CL) Mum said on our phone call "it was nice to offload to someone."	Email & Telephone	Check in & Reassessment
16 th September 2021	KB Safeguarding lead within XXXXX Academy	Compliment	<p>Dear Tina,</p> <p>Haha oh don't worry honestly :-) you must have so many children/different schools to get through I can only imagine how full on you are !</p> <p>This is the most communication we have had from Imago in a long time and you have been so quick to respond already, you are doing a fantastic job :-)</p> <p>Thank you for the list - you are all booked in 4th October from 10am</p> <p>We look forward to meeting you.</p> <p>Many Thanks K</p>	Email	
17 th September 2021	S Wills-Mental Health-H School	Compliment	Thanked me for spending time going over bus pass applications	Email	

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20 th September 2021	EL Mum	Feedback from Mum	Thank you for inviting E, she really enjoys these sessions. She has been struggling with coming to terms with her dads condition and you have helped to give her a distraction.	In person verbal	Acknowledged
20 th September 2021	Attendees at Workshop	Feedback from YCs	Q: what did you enjoy about the workshop? A: It was good because now I know what to do if there is a fire at home. A: I learnt not to keep my phone plugged in over night. A: He (Vernon from Kent Fire Service) was really funny and taught us a lot.	Verbal in person	Acknowledged
20 th September 2021	B Law Mum	Compliment	Mum thanked me for arranging 1:1 with B in School.	Email	1:1 in school
20 th September	K & M Mum	Compliment	Mum really grateful for inviting them both to the bowling trip/	Text	Invite to trip
21 st September 2021	LW – Parent of JW	Feedback from parent after Fire Safety Workshop	- That is great to hear. She came back so happy, She absolutely loved it.	email	Acknowledged
22 nd September 2021	T J Mum	Compliment	Mum thanked me for referring into Children Mental Health (Cathy Evans Imago) as T is not receiving any support at present.	Telephone	Check in
22 nd September 2021	T G Mum	Compliment	Mum thanked me for the support at the family fun day and that T really enjoyed himself.	Email	Reassessment

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22 nd September 2021	AP - Parent	Comment	L said the workshop was great thank you!	Text received following first workshop attendance	Acknowledged
23 rd September 2021	C Clark Mum	Compliment	Mum thanked me for getting in touch and allowing her to discuss things that are going on in the house at present.	Telephone	Reassessment
23 rd September 2021	A Cambridge Mum	Compliment	Mum thanked me for referring A into YAC project.	Email	Close
24 th September 2021	Parent of PK	Compliment	Thank you, P will be thrilled – for completing travel pass form	Email	Put on Weekly Report
24 th September 2021	Parent of RR and LR	Compliment	Thank you so much Elise – for completing travel pass form	Email	Put on Weekly Report
25 th September 2021	CH from the xxxx Rotary Club	Compliment	I will forward on your email to Tina Culver who is the representative for Imago the company that look after Young Carers in our area. Tina is a lovely passionate and caring young lady and I'm sure will look to involve your young children in future outings we have planned.	Email	
27 th September 2021	KF-Young Carer Parent	Compliment	Thanked for all the help and support that I had offered throughout lockdown	Email	

Appendix 4 - Compliments, Comments, Complaints and Contributions Log July-September

Please record all examples of feedback on this form.

27 th September 2021	K M R Mum	Compliment	Mum thanked me for arranging 1:1 with K	Email	1:1 to start
27 th September 2021	B P Mum	Compliment	I would like to thank you for taking the time to talk to B. She often bottles things up because she thinks I have too much on my plate, even though I tell her I always have time to talk. She seems comfortable talking to you, which is great.	Email	1:1 to continue
28 th September 2021	ss Well Being lead in xxxx Performing Arts School.	Compliment	"Really positive about today and so very grateful for the support. Really looking forward to working alongside you."	Verbal	
29 th September 2021	LH-Senior Tutor xxxxx House	Compliment	Thanked me for the time I have spent helping her update her list of Young Carers, and identifying those who most need our support	Email	
29 th September 2021	AM – Safeguarding Lead and SENDco, St xxxx Primary	Feedback from staff at St Johns after coming in for 1:1s and assessments, organising YC group and staff training	You have been so proactive in working with the young carers at our school, thank you for your help. This is exactly what they need	Verbal in person	Acknowledged
30 th September 2021	JK - Parent	Comment	Thank you for the links. I've shared the Job Club link to my partner who has a son who is struggling to find his first job. These courses will be perfect for him.	Email received following sending out money course and job club opportunities	Acknowledged

Appendix 4 - Compliments, Comments, Complaints and Contributions Log July-September

Please record all examples of feedback on this form.

30 th September 2021	Parent of IA (32907)	Compliment	Lovely Thank you so much ☺ - for updating her about the outcome of IA's assessment	Text	Put on Weekly Report
		Compliment			Emailed to say thank you for the donation, along with a few pictures of the day and said that we are happy to do more with them, whatever they can do is much appreciated.
30 th September 2021	RV Mother	concern	At PACT event was approached by parent who had received little contact from service	Verbally	Took her email and have looked into Charity log to let the coordinators know to make contact with family. Have made contact with family
30 th September 2021	SS Well Being lead in XXCX Performing Arts School	Compliment	Thank you so much for joining us Tuesday earlier in the week – the day went so quick!!! I am really looking forward to working together with our growing group ☺☺	Verbal	