

Appendix 4 – Compliments Comments and Complaints Log – Service Users May 2022

Log Ref	Date	Staff	Area	Compliment details	Compliment from	Other	Manager Recording
	05/05/2022	[REDACTED]	South Kent	<p>1. What did you know of our service before you spoke to us? I wasn't fully aware that there was support for my specific situation.</p> <p>2. Did we meet your expectations? In what way did we/did we not? My expectations were met and exceeded as you were very friendly and kind and supplied me ways of improving my current situation in my education.</p> <p>3. What, if anything, has changed for you through talking to us? Being able to talk to someone with knowledge of the different routes in education helped me to expand my options for any possible careers.</p> <p>4. Having spoken with us today, what are your thoughts now regarding your next steps? The next step I believe will be to expand my options for my education and think about other potential opportunities that I may find.</p> <p>5. What could we change to improve the service? N/A</p> <p>6. Would you recommend talking to us if any friends were in a similar situation to you? I would recommend as talking about my opportunities for education has encouraged me personally to look forward in my educational future.</p>	Young person		[REDACTED]
	10/05/2022	[REDACTED]	South Kent	<p>1. What did you know of our service before you spoke to us? Nothing.</p> <p>2. Did we meet your expectations? In what way did we/did we not? I did expect a classroom with other people.</p> <p>3. What, if anything, has changed for you through talking to us? Nothing.</p> <p>4. Having spoken with us today, what are your thoughts now regarding your next steps? Be more behaved and be more friendly to people.</p> <p>5. What could we change to improve the service? More interactive tasks so people can interact with each other and maybe become friends.</p> <p>6. Would you recommend talking to us if any friends were in a similar situation to you? I don't really talk to my friends anymore but if the topic popped up I probably would. Nothing</p>	Young person		[REDACTED]
	10/05/2022	[REDACTED]	South Kent	<p>1. What did you know of our service before you spoke to us? Nothing.</p> <p>2. Did we meet your expectations? In what way did we/did we not? Came to catch up on Maths and English and I'm doing that.</p> <p>3. What, if anything, has changed for you through talking to us? No answer.</p> <p>4. Having spoken with us today, what are your thoughts now regarding your next steps? Next steps are to go onto do a Level 2/3 course in college.</p> <p>5. What could we change to improve the service? Nothing.</p> <p>6. Would you recommend talking to us if any friends were in a similar situation to you? Yes.</p>	Young person		[REDACTED]