

Appendix 5 – Professionals feedback – Compliments, Comments and Complaints May 2022

Date	Area	Compliment/Comment/Complaint	From
16/ 12/21	South Kent	<p>Hi Thank you for all your help, support and guidance over this past year - I really appreciate it and we really wouldn't be where we are now without all you have done for us at RRC.</p> <p>Wishing you a very merry Christmas and a happy New Year.</p> <p>Take good care,</p> <p>██████████ Deputy Head of Study Programme ██████████ Ltd</p>	Training provider
29/11/21	North Kent	<p>Good Morning to you,,</p> <p>I am so glad I'm finally been offered an opportunity to work in Boots. I can't just explain how happy I am. seize this opportunity to appreciate the entire members of Princes Trust Programme, I must say you are wonderful. Appreciation also to ██████████.Thanks all.</p> <p>I promise to be up and doing, dedicated and not let you down. Looking forward to read from ██████████ and ██████████ Thanks</p> <p>Regards.</p>	Young Person
25/10/21	North	Hi Viv,	Parent /Guardian

		<p>I just wanted to drop you an email and say a massive thank you to yourself and [REDACTED] for your support over the last few weeks.</p> <p>I honestly, felt so stressed and worried about what was going to happen next with [REDACTED] I am glad that we made the call to you guys.</p> <p>He is really looking forward to starting the course next week, so I thank you for putting him in touch with [REDACTED] at the Princes Trust.</p> <p>He is passionate about working in construction and we wouldn't have known about this option if it wasn't for the support and time you spent talking to him.</p> <p>It's certainly an invaluable service you run. Please also pass on my thanks to [REDACTED].</p> <p>Kind regards, [REDACTED] mum :-)</p>	
20/10/21	West	Text from young person: Thank you so much for being a somebody to me. I'm so grateful :)	Young Person
28/09/21	South	from a YP (by text): Hiya! Sorry I completely forgot to inform you! Yes, I have started Vocational Studies, Maths and English. It is	Young Person

		<p>going rather well, I'm currently struggling to keep up due to my daughter being unwell and issues with my phone/getting a laptop; however, that will only be temporary, i enjoy it actually it feels rather than motivational and makes me feel as is I have a better routine! It's perfectly paced also I get three breaks throughout the day and am able to walk if my daughter needs tending to! Many thanks [REDACTED].</p> <p>Further text received following communication re laptop etc: Okay perfect thank you so much for your support!</p>	
4/10/21	South	<p>Excerpt from a text message from a parent received today letting me know a has started college and is enjoying it: First & foremost I want to say a big Thankyou for all your Support re the Online courses he was trying to do here as I think even though he was struggling I think it gave him the push and the confidence to come out of his comfort zone and try College out in the World x</p>	Parent/ Guardian
18/8/21	North	<p>Well apparently you are 'cool' and have 'banter' according to [REDACTED] 😊</p> <p>Thanks for calling them, do you still need me to what's app on 24th August when I visit ?</p> <p>Kind regards</p>	Professional

		██████████ Senior Early Help	
15/07/21	South	Dear ██████████ Thank you for providing this information it has been incredibly helpful I have passed this onto ██████████ Kind Regards, ██████████ Social Worker West Kent Children in Care	Professional
5/07/21	South	In call simply providing information, mum was extremely pleased and commented 'you done great'	Parent/Guardian
01/07/21	East	In a district meeting, The ██████████ manager thanked ██████████ for his excellent work in motivating the at risk year 11s she had referred and said he had moved on students who where really entrenched and difficult to move on. She recommended that anyone with similar clients to refer them	Professional
25/06/21	North	Hi ██████████, Thanks for this. I have copied in the excellent ██████████ and ██████████ from the Education People who are our NEET supremo's in Gravesham and have links to a range of young people in the Borough. ██████████ can I ask that you make a link/take a meeting with ██████████ and ██████████ as given their long standing role in supporting young people in the Borough via what was the Connexions Service then CXK and now via the KCC Latco The Education People there is very little they do not know and can help with and I am sure they could use	District Councillor

		<p>your expertise linking to businesses in the Borough in particular any apprenticeships or training opportunities.</p> <p>The one caveat to this having spoken to [REDACTED] and [REDACTED] today is about the KCC Reconnect Programme which I have to say that GBC is not signing up to via their 'pledge' but if KCC want to provide free fully funded money without any GBC resources being required we can go for it keeping [REDACTED] and I in the loop beforehand but we will not be providing any additional resources to this programme and it will not be under their Reconnect Heading.</p> <p>Best wishes</p> <p>[REDACTED] [REDACTED] Member for [REDACTED] Ward Cabinet Member for Community and Leisure [REDACTED] Borough Council</p>	
17.05.21	East Kent	<p>Thank you [REDACTED] 😊,</p> <p>You have always been amazing for me and my young people so I hope you don't mind me asking for your support again, I think your service and yourself will be key in what I am going to be doing .</p> <p>I will be covering south east which does include parts of swale ,I will</p>	Professional

		<p>base myself nearer home probably but will be this way and off to Cookham wood prison regularly.</p> <p>██████████ Senior Early Help Practitioner Early Help & Preventative Services Swale Local Office, Avenue of Remembrance , Sittingbourne, ██████████ Phone: ██████████ Email: ██████████</p>	
12.05.21	East Kent	<p>Hi ██████████</p> <p>Thank you very much for updating me. It is very much appreciated.</p> <p>Perhaps KT&A could call Dad? They have always been extremely helpful in the past.</p> <p>This is an extremely difficult case and appreciate your patience.</p> <p>Kind regards</p> <p>████████████████████</p> <p>Assistant Headteacher for Post 16 - Pupil Engagement</p> <p>██████████s</p> <p>Hi ██████████</p>	Education Establishment

		<p>Oh wow! Wonder news! Firstly, that you managed to speak to OS and secondly that it is on.</p> <p>Please keep me informed if he takes up the offer or not.</p> <p>Again, thank you for your hard work.</p>	
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