

Examples of Compliments received for Annual Complaints Report 2021/22

- **Access to Resources:** Client contacted us extending thanks for support and intervention from staff member in resolving issue about billing.
- **Accommodation Based services (Care Homes):** Client thanked team for all their help and kindness.
- **Adult Social Care General:** A client thanked a member of staff who supported them (Maidstone Accommodation team). Praised staff for understanding and empathy, during a difficult time.
- **Area Referral Management Service:** Family member contacted us as they really appreciated the prompt attention and advice. Felt reassured by staff following conversation regarding next steps.
- **Contacting ASC:** A member of the public thanked, staff when they experienced a stressful situation.
- **Kent Enablement at Home (Countywide):** A compliment was received from a client. Despite having reservations about care, he felt that staff were always very good at making him feel comfortable and dignified. The staff member made him laugh and, in his words, “was a joy to have support him”
- **Lifespan Pathway 25+- Ashford and Canterbury:** Client thanking the service for all the support and professional way they handled a complex case.
- **Mental Health Provision:** Customer's parents thanked staff for supporting customer during crisis. Parents said that they feel reassured knowing that there is a service that is available to support their daughter during challenging times.
- **Lifespan Pathways 16-25:** compliment received for member of admin staff going above & beyond to assist service user during difficult time.
- **Mental Health – Approved Mental Health Professional (AMHP) Service:** Praise for staff on how a difficult conversation was conducted. Thanked staff for kindness, empathy and honesty, the customer felt more confident in knowing what to expect next.
- **Older Person and Physical Disability - Ashford and Canterbury:** Family member thanking service for all that's been done, feels that the actions are making a very real difference to lives.
- **Older Person and Physical Disability - Thanet and South Kent Coast:** Client's brother called in to praise staff member and thank for exceptional level of support provided to the family.

Appendix 2

- **Older Person and Physical Disability - West Kent:** Compliment received from client to staff member. Client felt that the staff member was lovely and made them feel at ease and made them feel like they are “not getting old!”
- **Older Person and Physical Disability Safeguarding:** Very complimentary voicemail received from client in relation to the support received.
- **Short Term Pathways Team:** A compliment about a joint working relationship and how the staff member involved was good, extremely professional, and helpful. Provided detailed and accurate and relevant information, keeping all parties informed, at all times. Due to their prompt actions and knowledge potentially stopping a case from reaching a formal complaints stage.
- **Blue Badge team:** Customer emailed Blue Badge Inbox with following comment - I received the new blue badge today. I would just like to thank you all for being so efficient. Thank you.