



Careline Basildon

Emergency Care Alarm Service



COMPLIMENTS REVIEW 22 JANUARY 2007

Number of compliments in 2006 17

Assessed by: Frances Barbour, Kevin Mountford

Analysis

A broad selection of positive comments and compliments, showing clients' appreciation of the service. Words used included: excellent, pleasant, helpful, kind, efficient, impressed, polite, satisfied, and grateful.

Date of next review: January 2008

Review of procedure

The current Compliments procedure was assessed and no changes were felt to be necessary.

Assessed by: Frances Barbour, Kevin Mountford

Date of next review: January 2008