

Client Feedback Policy

In order to improve the services we offer, we will seek feedback from 10% of our clients on an annual basis. The questionnaire used will be based on information required by the Delivery Network. A minimum response rate of 20% is required.

It is important that we all believe that to continuously improve and monitor our services we should receive feedback from those who use the service.

The results will be collated by the Administration Assistant. The feedback survey will be forwarded to the Adult Guidance Manager for monitoring purposes and then summarised and monitored against the Networks Client Feedback Policy.

The CDC Manager will be informed by the Adult Guidance Manager if we do not meet the appropriate level of compliance and we will jointly agree the action to be taken.

CDC Manager	-	Sharon Gadsden
Administration Assistant	-	Linda Robson
Adult Guidance Manager	-	Janet Dougan