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**Customer Feedback Policy**

The purpose of the policy is to identify, plan, monitor and respond to the needs and expectations of both internal and external:-

**Formal** **Complaint/ compliment by the client/customer/staff**

* The Customer Feedback formBD1 is located: I:\Staff Information Board\Customer Feedback
* Hard copy versions will be available at reception for patients.
* An electronic version will become available on the website.
* It is the submitting individual’s right to remain anonymous if the wish.

A complaint or compliment may be made formally or informally by anyone who uses REDIMED.

This includes injury managers, insurers, patients, carers and visitors. It is important that we are documenting complaints/compliments so we can continuously improve the service REDIMED provides and track our actions taken towards resolving issues.

The pathway by which a complaint/compliment can be received and recorded is as follows:

Any feedback is to be recorded by the client/ patient who will directly fill out a feedback form or by an internal staff member filling out the feedback form on behalf of the person making the complaint/ compliment addressing the internal/external communication.

The Team Leaders will log the complaint/ compliment in the Customer Feedback Register (Located in the Staff Information Board Folder in Sub Folder Customer Feedback and escalated to the Q&R Manager and Client Relationship & Sales Team Leader if it falls under the Urgent, Priority and Critical.