

Compliments Policy

Introduction

Learning Disability Wales values the views of our members, supporters and the wider community.

We are committed to high standards of service and excellent working relations with people that deal with us and would love to hear from you if you have had a positive experience with us. Your compliments help us celebrate what we do well and motivates our team to continue to deliver a great service.

This policy lets you know how to make a compliment, and how we make sure is acknowledged and appreciated.

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Associated policies

External links

1. Valuing your views

We will be delighted if you take the time to send us a compliment.

Your feedback matters to us and we will share your compliment with the Chief Executive Officer, appropriate manager and team member.

2. How to make a compliment

If a member of our team has helped in a way that you would like to be recognised, we would love to hear from you so that we can tell them. You can do this:

- Via our website
 www.ldw.org.uk
- By email
 enquiries@ldw.org.uk
- Telephone us
 029 2068 1160
- Write us a letter.
Learning Disability Wales
41 Lambourne Crescent
Cardiff Business Park
Llanishen
Cardiff
CF14 5GG

3. What we will do when we get a compliment

When we receive a compliment, we will:

- Send it to our Chief Executive Officer (CEO) and or the appropriate Manager. We will do this as soon as we get a compliment.

- The CEO and or the appropriate Manager will then send it to the appropriate member of staff or team mentioned in the compliment.
- We will contact you within 1 week of receiving it to thank you for your feedback. This will be done by the Manager of the team that the compliment refers to, or the CEO if the compliment is more general.

All compliments will then be shared with the staff team and will be recorded as evidence of good practice within the organisation.

We may also share compliments on our website or social media channels or as part of a funding application, anonymously, if you allow us to do so.