

Positive feedback:

Positive feedback is feedback that gives praise, is positive toward the site or the service it refers to or is, generally, good praise for the site, the service, department or council. Positive feedback will not normally need management oversight, but it is good practice to share and recognise the person or service singled out for praise.

Quick fix:

Easily Rectified:

- Quick fix feedback is defined as feedback that asks for a small, readily made change to the website or the content

Minimal impact:

- Quick fix can also be defined as any feedback given that, although not of a serious or controversial nature, can be turned around by simple communication with the person giving feedback to rectify the issue with a minimal amount of reputational damage done to Isle of Wight Council or its partners by resolving the problem quickly.

Negative feedback:

Negative feedback, whilst not necessarily a complaint, is information about our site, service or providers (internal or external) that will require action of some sort.

Minor Negative feedback:

- This category of feedback is on a similar nature to the “minimal impact” category above. Examples of this could include:
 - Poor communication
 - Closed premises when they were supposed to be open
 - Rude or inconsiderate behaviour by other patrons of a service

This level of negative feedback should not normally require senior management oversight and can be dealt with quickly and, if appropriate, can be fed back to the person that the problem has been addressed.

Feedback process	V. 2	Date: Aug 15
	Page 1 of 1	Review Date: July 16

Moderate negative feedback:

- This category of feedback is of a more serious nature than the examples above and will need some senior management input / investigation – such as:
 - Continued / repeated examples of poor communication
 - Failure of an internal service failing to keep appointments or their agreed terms of a contract
 - unprofessional behaviour by professionals delivering a service

Serious negative feedback:

- Serious negative feedback is defined here as any issue serious enough to cause actual damage to people or property, serious reputational damage to the Isle of Wight Council or a breach of the law. All serious negative feedback will need careful management oversight at a senior level.

Examples of this will include:

- Allegations or implications of lying, fraud or illegal activity by Isle of Wight staff or services. Or service providers contracted by Isle of Wight Council.
- Information informing (or implying) abuse, neglect or endangerment of children or vulnerable adults.
- Fiduciary or financial mismanagement – especially with public money
- Any other information, actual or implied, that a law is being broken.

This is not an exhaustive list and is used only to illustrate types of feedback and how we choose to categorise them. If you have any questions or are unsure about how to categorise some feedback, please ask your line manager.

Feedback process	V. 2	Date: Aug 15
	Page 1 of 1	Review Date: July 16

You said, we did – Feedback template for the Isle of Wight Local Offer

We will need the following information in order to ensure we can trace the feedback posted onto the local offer once we anonymise it,

Date original feedback was received: _____

Name of person giving feedback (If known): _____

– Did feedback need to be discussed with line manager –

You Said – please paraphrase the feedback (positive or negative). Please ensure you make the feedback anonymous by removing any names, specific dates, information that could be used to identify someone (e.g. a specific illness, disability, identifying features or other unique characteristics).

This is done in order to ensure that feedback – especially negative feedback, is not used against the person or people giving the review. The point of the feedback is to improve the website, the service and the LA's / provider's responses to people's needs.

We did – in this section, please paraphrase the action the Isle of Wight Council took to address the feedback.

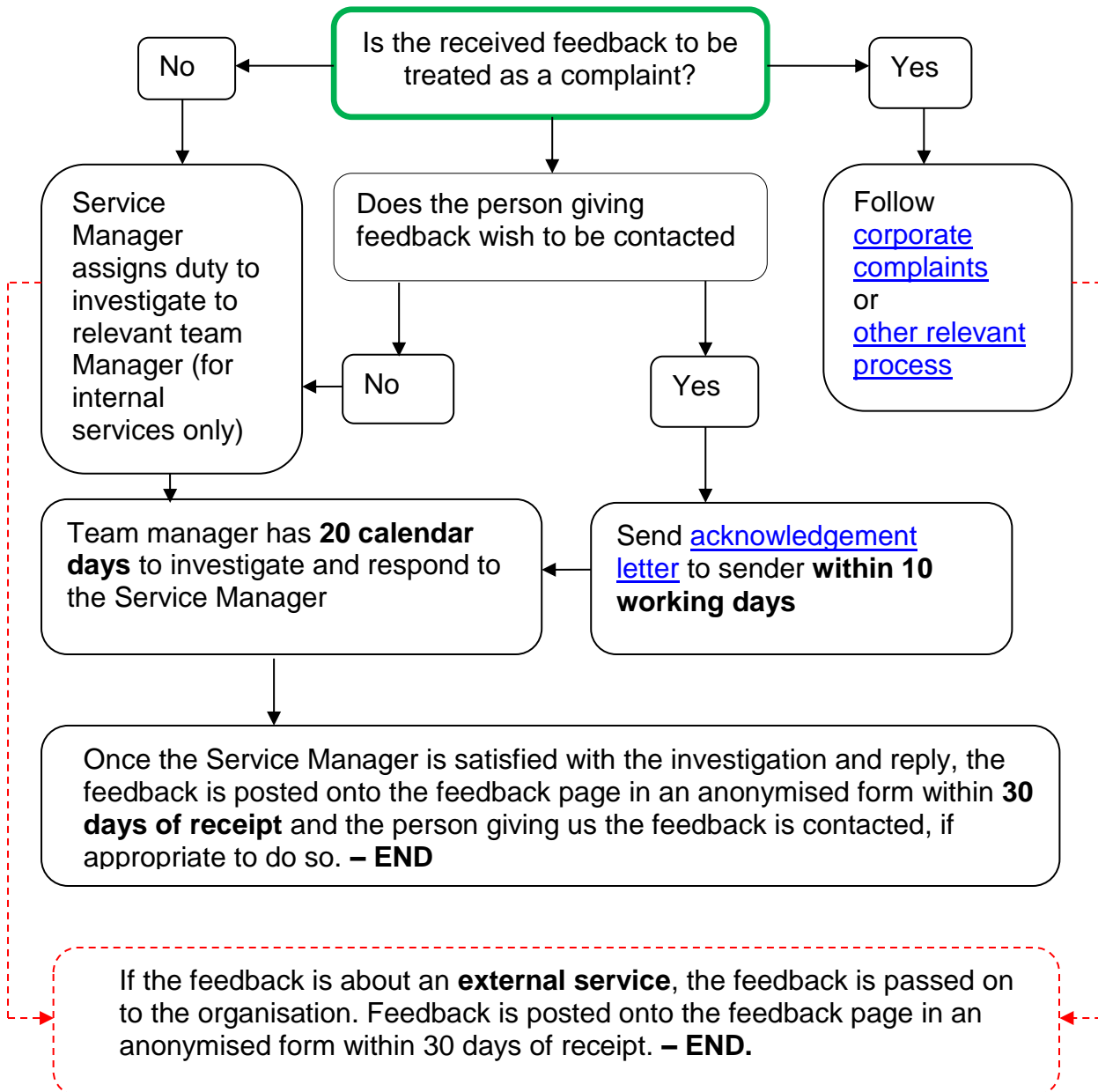
- If positive, we can put in something like *“the feedback given has been passed onto the person / service”*
- If quick fix, then once the issue raised has been rectified, we can put in something like *“the issue raised above has been corrected and we are grateful to the public for helping us improve our website”*.
- If negative, it needs to be determined whether the feedback needs to be investigated. If no, the actions we have taken can be posted in an anonymised manner. If it is to be investigated, the Services manager will follow this up. Once completed, the result needs to be paraphrased and published on the site: e.g.
 - *“The information about _____ has been passed onto the provider”*
 - *“We hold our staff and our partners to the highest standard of behaviour and have dealt with the issue through our internal HR processes”*

Once the feedback has been paraphrased, please ensure it is passed to the Education Officer (SEN), Manager - SEN Services and or Senior Casework Officer, if needed, prior to sending it to the Commissioning and Finance Manager, SEND reforms post 16. It will then be uploaded onto the Local Offer under the heading of "How to use the Local Offer and Feedback" [click here](#)

Lastly, and if possible, find out if the person giving feedback would like to be contacted once the feedback is posted.

Feedback process	V. 2	Date: Aug 15
	Page 1 of 1	Review Date: July 16

If the feedback received is negative and deemed serious by the service manager and / or the complaints manager the following process is to be followed:



Other procedures that may be relevant to negative feedback are:

- [Safeguarding children](#)
- [Safeguarding adults](#)
- Health & Safety regulations
- COSHH (Control of Substances Hazardous to Health)
- Breach of criminal law

Making a Complaint/Compliment

For any compliments please contact the service provider.

In the case of a complaint try to resolve any issues in the first instance directly with the service provider.

If this is proving difficult then use the appropriate complaints procedure process:

- For the Isle of Wight Council - Social Care Services - Children Complaints [click here.](#)
- For Isle of Wight Council - Social Care Services – Adult Complaints [click here.](#)
- For the Isle of Wight Council - General Complaints (Corporate) [click here.](#)
- For the Isle of Wight NHS trust, please [click here.](#)
- For the Isle of Wight Clinical Commissioning Group, please [click here.](#)

You may wish to let the complainant know that if they need help in making a complaint about health or social care on the Isle of Wight then they can contact Healthwatch Isle of Wight. Healthwatch is **an independent consumer champion** created to gather and represent the views of the public on health and social care. For more information about this service please [click here.](#)

Feedback process	V. 2	Date: Aug 15
	Page 1 of 1	Review Date: July 16



Directorate for Children's Services
Director **John Coughlan CBE**

DATE

County Hall
High Street
Newport
Isle of Wight
PO30 1UD
Tel: (01983) 821000 ext 6260
E-mail: andrew.briggs@iow.gov.uk
DX: 56361 Newport (IOW)
Web: www.iwight.com

Dear Sir / Madam,

Thank you for providing us with feedback; we will use this information to improve our service.

The nature of your feedback will need to be investigated by senior management prior to being posted on our feedback page. This process will take a maximum of 30 calendar days.

As you may be aware, we anonymise all information in order to protect the identities of people who do send in feedback. We will also publish the action (or actions) we've taken to rectify any issue raised.

Please check our feedback page for the resolution to the issue you raised. If you would like more information, please let us know.

Yours faithfully,

Andrew Briggs
Commissioning and Finance Manager, SEND reforms post 16

Feedback process	V. 2	Date: Aug 15
	Page 1 of 1	Review Date: July 16