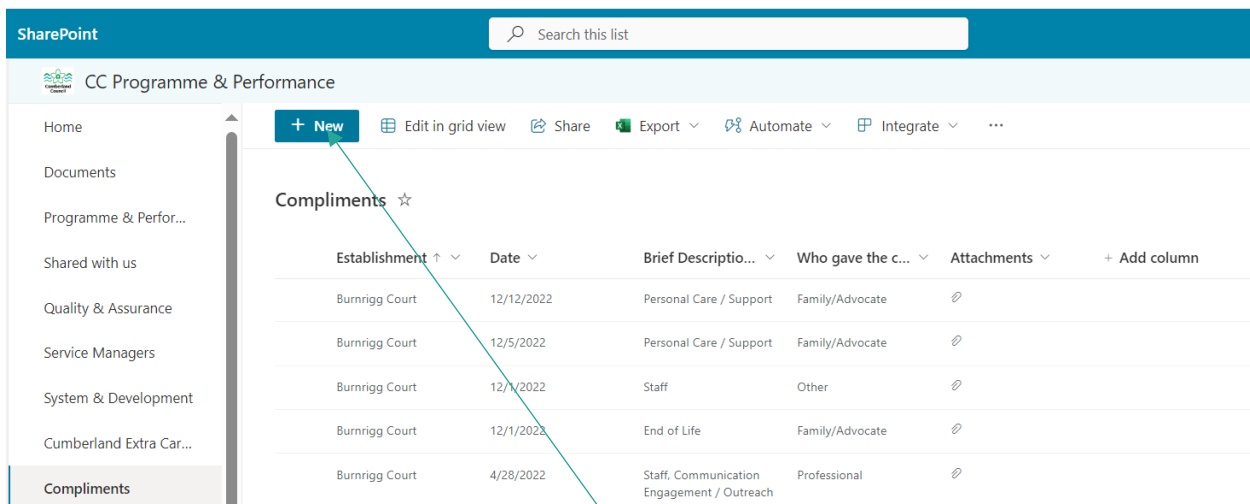


C12 Compliments, comments and complaints

Appendix 1

1. Access the compliments file on Share Point



SharePoint Search this list

CC Programme & Performance

Home Documents Programme & Perfor... Shared with us Quality & Assurance Service Managers System & Development Cumberland Extra Car... Compliments

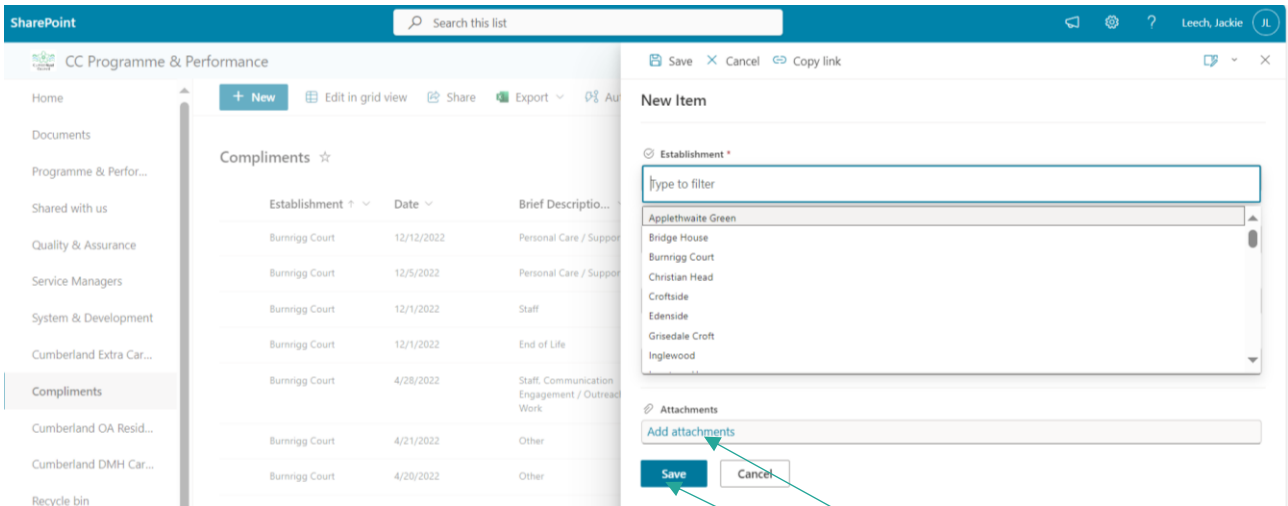
+ New Edit in grid view Share Export Automate Integrate ...

Compliments ☆

Establishment	Date	Brief Descriptio...	Who gave the c...	Attachments	+ Add column
Burnrigg Court	12/12/2022	Personal Care / Support	Family/Advocate	🗑	
Burnrigg Court	12/5/2022	Personal Care / Support	Family/Advocate	🗑	
Burnrigg Court	12/1/2022	Staff	Other	🗑	
Burnrigg Court	12/1/2022	End of Life	Family/Advocate	🗑	
Burnrigg Court	4/28/2022	Staff, Communication Engagement / Outreach	Professional	🗑	

2. To add a new compliment, click on "New".

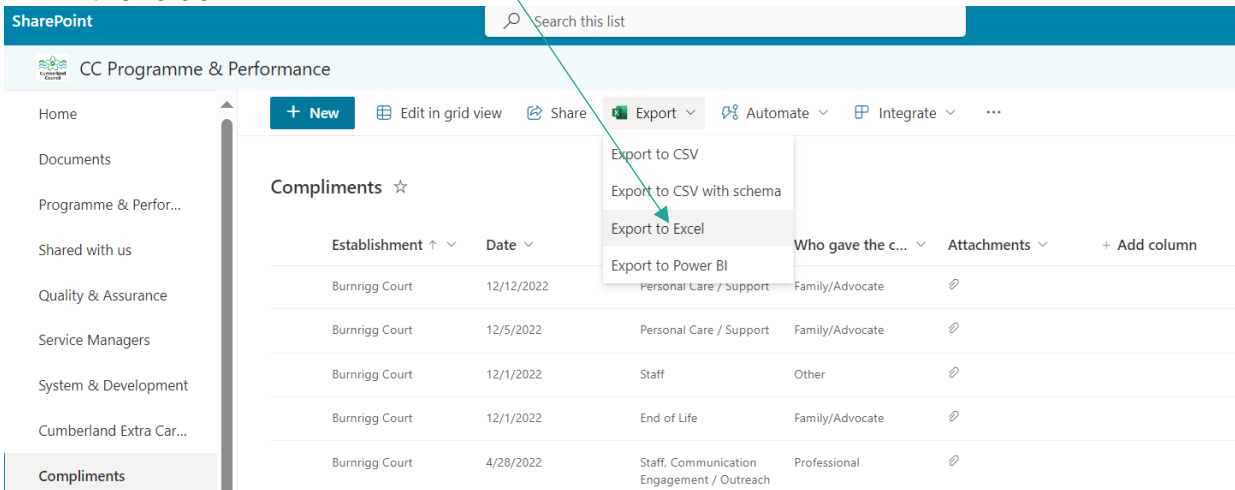
Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓



3. Fill in the form with the relevant details. Then “save”.
4. Do not forget to add the evidence e.g letter, card by pressing “Add attachment”. Then download it. “Save” again.

To export the information for CQC / Inspection purposes

1. Press “Export” then “Export to Excel”. It will then download the folder. Then go into the folder.



2. Go into Excel and then select your service. Press “OK”. This will give you all the information you require.

