

Facts for Families: What Dimensions does about compliments



We know that families and friends often compliment individual support workers, teams and managers on the great job they do in supporting their relatives. Kind words and a simple thank you can mean the world to the people who work so hard to support your loved ones.

The information in this leaflet will:

- Tell you how you can share a compliment.
- Make it easy for you to share a compliment.
- Tell you what happens when you share a compliment.

Compliments guidance is available in different formats:

- <https://dimensions-uk.org/my-support/im-happy/>
- <https://dimensions-uk.org/wp-content/uploads/What-Dimensions-does-about-sharing-a-compliment-easy-read.pdf>

Dimensions lead for compliments is Sarah McEvansoneya, Quality Officer.

sarah.mcevansoneya@dimensions-uk.org

To share a compliment you can:

- Speak directly to the Locality Manager or Operations Director
- Telephone 0300 303 9024
- Alternatively, you can visit: [Share a compliment – Dimensions \(dimensions-uk.org\)](#) or [If you would like to share a compliment – Discovery \(discovery-uk.org\)](#)
- You can write to Dimensions at 1230, Arlington Business Park, Theale, Reading RG7 4SA
- Speak to a member of the families team via the Family Helpline on 0300 303 9161, Monday – Friday, 10am-12pm family.helpline@dimensions-uk.org

What happens when you share a compliment?

Compliments are logged on our internal recording system and we use the learning from these, across the organisation, to implement improvements.

In Dimensions we love to hear about the people who inspire others, so that we can celebrate their success and recognise their dedication and achievements. Our scheme for recognising great work is known as 'Inspiring People'. Any colleague, volunteer or team can be nominated by people we support or family members.

You can nominate an Inspiring Person at: <https://discovery-uk.org/inspiring-people/>



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Dimensions supports the principles of the NHS England 'Ask Listen Do' project which is aimed at supporting organisations to learn from and improve the experiences of people with a learning disability, autism or both, their families and carers when giving feedback, raising a concern or making a complaint. We have reflected the principles throughout the concerns, complaints and compliments policy, our easy read information, and other associated documents.



Tenant's information

As a tenant of Dimensions, we aim to provide you with a well-maintained home and your tenancy agreement sets out how we will manage your tenancy and carry out repairs to your home.

If you would like to give a compliment about any aspect of your home, you can do this by contacting:

- The Housing Hub on 0300 303 9195 for repair issues.
- Your Regional Housing Advisor on 0300 303 9194.

When you share a compliment, please tell us:

- **Who the compliment is about.**
- **Is it an individual or the whole team?**
- **The name of the home they support in.**
- **What they did.**
- **If they have done anything that exceeded your expectations.**