

## Feedback Ideas

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If you have any suggestions on how we can improve the way we gather feedback about our service we would like to hear them.

Please do not hesitate to contact the further information contact person on this leaflet.

Thank You.



### For Further Information contact:

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## Highland Criminal Justice Social Work

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### Your Opinion Matters.....

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## Why Provide Feedback?

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Feedback from you is important to us no matter if you have been subject to a Criminal Justice Social Work Report, subject of a Community Payback Order, Supervision or Unpaid Work Requirement or indeed had any involvement with our service.

Your views help us to identify what has worked, what has not worked and what we can do to improve our service.

## How Do I Give Feedback?

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You can provide anonymous feedback in several different ways:-

**Online** – if you have access to a laptop, pc or smart mobile phone, using your search engine search for ***“Highland Criminal Justice Social Work”***. ***Go to page 8 and select the service you wish to give feedback on.*** A questionnaire will now be displayed for you to complete.

**On Paper** – if you would prefer you can fill out a hard copy questionnaire, just email or call us and we’ll send it out to you. Once completed, pop it in the pre-paid envelope enclosed and post it back to us.

**In Any CJ office** – You can ask at any Criminal Justice Office reception for the relevant blank feedback form. The receptionist can help work out which form you need. Complete the form, pop it in the envelope provided and hand it back to the receptionist.

## What Happens to My Data?

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- All feedback is anonymous so you cannot be identified from the feedback provided.
- Completed hard copy forms are loaded onto software called “Survey Monkey” for analysis.
- A analysis is completed yearly to identify areas for improvement and areas of good practice.
- Hard copy and electronic records are kept for three years maximum and then destroyed.