



FEEDBACK COLLECTION POLICY FOR PROCESS IMPROVEMENT THROUGH CANDIDATE AND CLIENT FEEDBACK

Asher Excellent Ltd

1. PURPOSE

1.1 Purpose of Policy

The purpose of this policy is to establish a clear and systematic approach for collecting and using feedback from both candidates and clients at Asher Excellent Ltd.

As a staffing and care provider offering healthcare, domiciliary care, and administrative recruitment services, we understand the importance of continuously evaluating and improving our processes.

This policy ensures that feedback is actively used to improve service delivery, staff performance, recruitment strategies, and overall client and candidate satisfaction.

1.2 Feedback-Driven Improvement

At Asher Excellent Ltd, we value feedback as a vital tool for learning and growth.

Constructive input from candidates and clients helps us tailor our services, refine our processes, and consistently deliver high-quality staffing and care solutions.

This policy reflects our commitment to continuous improvement, accountability, and person-centred service delivery.

2. SCOPE

2.1 Applicability

This policy applies to all Asher Excellent Ltd staff involved in recruitment, staffing coordination, care delivery, and client support.

It covers all interactions between our team, candidates, care staff, clients, and their families.

2.2 Feedback Channels

Feedback will be collected from all relevant stakeholders, including:

- Candidates and employees (care workers and admin staff)

- Clients and their families or guardians
- Case managers, commissioning bodies, and partner organisations

Methods of collection include:

- Online and paper surveys
 - Telephone interviews
 - In-person discussions
 - Email forms
 - Digital questionnaires and QR code surveys
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3. POLICY

3.1 Proactive Feedback Solicitation

- **Scheduled Touchpoints:** Feedback will be collected at critical stages—post-interview, after induction, following initial placements, mid-assignment, and at the end of contracts or support packages.
- **Flexible Methods:** Stakeholders may provide feedback online, by email, verbally, or via paper forms to suit different preferences.

3.2 Structured Feedback Mechanisms

- **Standardised Tools:** Uniform templates and surveys will be used to ensure consistency.
- **Focused Themes:** Feedback will focus on areas like service quality, communication, professionalism, reliability, and satisfaction.

3.3 Timely Feedback Collection

- **Prompt Engagement:** Feedback will be gathered soon after key events to ensure relevance.
- **Clear Expectations:** All parties will be informed when and how feedback will be collected, and how it will be used.

3.4 Confidentiality and Anonymity

- **Respecting Privacy:** All responses will be handled confidentially, and respondents may remain anonymous.

- **GDPR Compliance:** Data will be stored and processed in line with UK GDPR and relevant data protection regulations.

3.5 Comprehensive Feedback Analysis

- **Theme Identification:** Feedback will be analysed to identify trends and areas for improvement.
- **Reporting:** Key insights will be summarised in internal reports for management and relevant teams.

3.6 Cross-Functional Collaboration

- **Team Involvement:** HR, recruitment, quality assurance, and operational teams will collaborate to interpret feedback and implement changes.
- **Open Dialogue:** Regular meetings will be held to discuss feedback findings and agree on actions.

3.7 Continuous Improvement Initiatives

- **Improvement Planning:** Action plans will be developed with clear objectives, timelines, and responsibilities.
- **Prioritisation:** Issues impacting safety, quality, or satisfaction will be addressed promptly.

3.8 Integration into Training and Development

- **Ongoing Learning:** Feedback insights will inform training programmes on communication, care quality, professionalism, and service excellence.
- **Coaching Opportunities:** Constructive feedback will be used in coaching and appraisals to support staff development.

3.9 Performance Measurement and Monitoring

- **KPIs:** Key performance indicators will track feedback response rates, satisfaction levels, and improvement outcomes.
- **Monitoring:** Trends will be regularly reviewed to assess the impact of changes.

3.10 Stakeholder Communication and Transparency

- **Regular Updates:** Asher Excellent Ltd will provide periodic summaries to candidates and clients outlining improvements made from their feedback.

- **Open Channels:** Stakeholders will be encouraged to continue providing feedback, knowing it drives meaningful change.
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4. PROCEDURES

4.1 Feedback Collection Process

- **Candidate Feedback:** Collected after interviews, induction, during probation, and at the end of placements.
- **Client Feedback:** Collected after placements, during reviews, and at case closure via structured interviews or satisfaction surveys.
- **Multiple Avenues:** Feedback can be given through QR codes, online forms, verbal discussions, or written communication.

4.2 Analysis and Categorisation

- **Data Aggregation:** Feedback will be categorised under themes such as communication, reliability, empathy, professionalism, and overall experience.
- **Insight Generation:** Information will be turned into actionable insights and shared with relevant departments promptly.

4.3 Development of Action Plans

- **SMART Objectives:** Improvements will follow Specific, Measurable, Achievable, Relevant, and Time-bound goals.
- **Review Cycles:** Progress will be monitored monthly and reviewed quarterly to ensure effectiveness.

4.4 Monitoring and Review

- **Ongoing Assessment:** Feedback processes will be reviewed twice yearly for relevance and effectiveness.
 - **Stakeholder Involvement:** Input from staff and clients will be regularly sought to improve feedback systems.
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5. RESPONSIBILITIES

5.1 Leadership and Management

Senior leadership will:

- Foster a culture of openness and responsiveness to feedback.
- Include feedback discussions in team and strategic meetings.
- Allocate necessary resources for implementing improvements.

5.2 Human Resources and Quality Assurance

HR and QA teams will:

- Develop and manage feedback tools.
- Monitor trends and KPIs.
- Ensure training aligns with feedback insights.

5.3 Employees and Frontline Staff

All employees are expected to:

- Encourage clients and candidates to provide honest feedback.
- Respond to feedback professionally.
- Support improvement initiatives resulting from feedback.

6. CONFIDENTIALITY, DATA PROTECTION & COMPLIANCE

- All feedback will be stored securely and handled in compliance with UK GDPR and internal policies.
- Participants will be informed how their feedback will be used and may choose to remain anonymous.

7. POLICY REVIEW

This policy will be reviewed annually or as required to ensure compliance with regulations and best practices in staffing, care, and recruitment. Updates will reflect stakeholder needs and service developments.

8. ACKNOWLEDGMENT

This policy has been reviewed and approved by the Senior Leadership Team of **Asher Excellent Ltd**, demonstrating our commitment to transparency, service excellence, and continuous improvement.

Signed by:

For and on behalf of **Asher Excellent Ltd**

Name: Naomi Akossua _____

Signature: *N.Akossua* _____

Date: 17/06/2025 _____