



## 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.