

Summary of complaints, compliments and feedback, July 2009 - Sept 2009

TimeBank wants to use feedback from volunteers to improve what we do. We value the feedback, both good and bad and appreciate the time people take to give it to us.

Most compliments were received by helpdesks and staff delivering face to face services (workshops and events). However, this summary includes feedback that we received via an online survey with people who have signed up to TimeBank in the last 18 months.

2009	Jan - March	April - June	July - Sept
Compliments	0	43	72
Feedback	3	13	20
Complaints	4	5	4

While there has been an obvious increase in the number of compliments, complaints and feedback being recorded, it is not an even spread across TimeBank teams and it still remains Project and TimeGiver-heavy.

There are ongoing trends in the feedback we receive around matching mentors with mentees and the service TimePartners /local volunteer centres provide. In this quarter there were also two complaints regarding our accessibility.

What did we do with the feedback you gave April – June 2009?

- We made further changes so that it is clearer what happens when someone registers with TimeBank
- We introduced a new postcard to encourage more feedback and requests for help and advice. This is sent to all new registrants.
- We now send the mentoring newsletter regularly to all TimeBank mentors.

What do we plan to do with your feedback from July - September 2009?

- Find new ways to encourage feedback and requests for help, eg place the 'ask a question' box available on both the home page and the registration page.
- See if we can enable people to search for opportunities better via our website.
- Use your enquiries as ideas for possible themes for the e-newsletter, eg request for information on opportunities that enable people to take their young children volunteering.