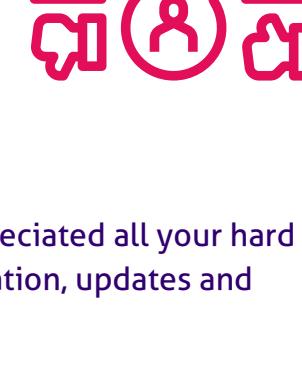


Listening group report - April 2022

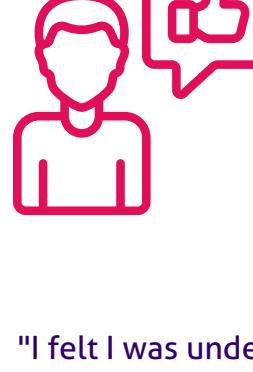
Positive feedback

As part of our monthly reporting, we want to share some of the positive feedback we've received. Here are some of the comments about our service.



"I just want to say that I hope you know how appreciated all your hard work is. As a trainee counsellor, I find the information, updates and resources invaluable."

"Just a note to thank you, so much, for your assistance, compassion and understanding. I received my accreditation today. With gratitude and appreciation."



"I wanted to say a huge thank you for all your help!!! The wait has been really hard at times, but you made it so much more bearable by always responding quickly and doing your best to help."



"Verbal thanks to the ethics team for helping this NHS manager multiple times over the years and allowing them to fully understand rules around CYP work in NHS settings for BACP members."



"The telesurgery was invaluable – the lady who made the call was very helpful with some really useful feedback – both in response to my questions as well as general feedback on typical errors.."



"I felt I was understood and my queries were answered with respect and empathy. Thank you"



"Thank you so much for always being there with kind support. You are very supportive. I appreciate you."

"I was amazed at the speed of response to my email this morning. Request carried out and I now have a new email address on my BACP records. Thank you"



We'll be producing reports each month to keep you up to date with new feedback and any updates on actions taken. If you have any feedback for us, please email: listening@bacp.co.uk



"The answer was very fast and all the information I received has been very clear. Now I can organize the general idea and make a decision. I really appreciate it."