

 <p>Sandy Hill Community Health Centre Centre de santé communautaire Côte-de-Sable</p>	Doc. Type	Policy
	Section	Administration
	Title	CLIENT FEEDBACK POLICY
	Code	ADM05-A
	Approval date	March 2012
	Next review	March 2015

1. Scope

This policy applies to all SHCHC staff.

2. Objective

This policy states the Centre's views on obtaining feedback from its clients and community members.

3. Policy Statement

The SHCHC works to make services as responsive and appropriate to client and community needs as possible. Feedback, such as complaints, comments and suggestions from clients and community members are welcome and help the Centre improve and change to better respond to client needs. Employee will support clients through this process by informing clients that a client feedback process exists, by following the procedures outlined below, and by reporting feedback in an effort to improve programs and services. Feedback will be monitored by the Director of Planning and Evaluation, and will be reviewed by the Board annually in summary. Every attempt will be made to follow-up client feedback in a timely manner.

Any complaint that could be considered a risk to the organization should be reported as described in the Incidents of Risk policy. Please refer to the Incidents of Risk policy for definitions and procedure, available on the SHCHC intranet site.