

<b>Subject:</b> CLIENT/COMMUNITY FEEDBACK	Staff
<b>Policy Number:</b> 4.04	<b>Pages:</b> 2
<b>Implementation:</b> February, 2010	<b>Revised:</b> February 2014, October, 2014, 2018 <b>Next Review:</b> October 2022
<b>Cross Reference:</b> Client Complaints: Staff	<b>Approved By:</b> Executive Director

### **POLICY:**

Clients and community members have the right to comment on any aspect of Vaughan Community Health Centre (VCHC) including services provided. We welcome their feedback. Suggestions, praise, or criticism from clients and community members can help us to improve. Staff will receive input in an open, positive, and professional manner and follow up appropriately.

### **PROCEDURE:**

1. Feedback is welcome in any format: in person, by phone, or in writing.
2. Verbal feedback will be documented, by clients or staff, on a comment card and placed in one of the suggestion boxes. All feedback written or verbal will be forwarded to the Executive Director.
3. VCHC will provide boxes in waiting and program areas to receive written comments and suggestions.
  - The boxes will be cleared weekly by Management Support.
  - The Executive Director or his/her designate will read the comments and phone or write in a timely manner to those who have identified themselves and asked for a response.

- If the complaint is about a staff member, the Executive Director will follow the procedure in the “Complaints: Staff” policy.
4. The Executive Director will report to the Management Team, the staff and the Board annually, using the usual communication mechanisms, so the feedback received in these ways can be used in evaluation and planning.
  5. VCHC will also solicit input from clients on an ongoing basis throughout the year by conducting a client experience survey
  6. Input from community agencies, leaders, members, and other stakeholders will be gathered every 3 or 4 years when conducting the environmental scan for strategic planning
  7. Survey and scan results will be used in agency evaluation, and operational and strategic planning
  8. Clients and community members/stakeholders will be informed about these avenues for input either at intake or via newsletters and the web site