

Chapter:	Client Services General	Policy Number	CG1102
Policy title:	Feedback from Clients, Volunteers, and the General Public		
Developed:	November 2011		
Revised:	December 2016, March 2022, May 2023		
Approved:	May 2023		
References:	Health Quality Ontario- Patient Relations Guidance Tools for Quality Improvement Patient Relations Guidance Tools for Quality Improvement - Health Quality Ontario (HQQ) (hqontario.ca)		
Policy references:	Complaints, Concerns Policy CG1103		
Approved by:	Tara Groves-Taylor, Chief Executive Officer		

Feedback from Clients, Volunteers, and the General Public

Policy

1. Community Healthcaring Kitchener-Waterloo (the Health Centre) encourages clients, volunteers and the general public to provide feedback (comments, questions, suggestions) on the organization as a whole or the programs and services we offer.
2. Feedback provides the Health Centre an opportunity to listen to those we work with and to integrate that feedback into planning for the organization.
3. Feedback may be given verbally or in writing and may be given anonymously.
4. Feedback received will form part of the Health Centre’s client survey process. Feedback will be collated and reviewed quarterly, and a report will be provided to the Chief Executive Officer (CEO).
5. Feedback cards will be printed in English. The Health Centre will help clients requiring assistance to fill out these cards.
6. Clients seeking to make a complaint will be directed to Complaints, Concerns Policy CG1103.
7. Feedback cards will be available in both reception areas of the Health Centre. A locked feedback box will be available at both receptions for people to place their feedback cards in.
8. Clients (those receiving services or attending programs) whose first language is not English can request assistance in filling out a feedback card. Whenever possible, an interpreter will be booked to assist the client. This support may occur as part of the scheduled program or service they are receiving. Clients who require assistance for other reasons will be supported by staff to fill out the cards.
9. Feedback cards will be collected on a monthly basis and the information will be compiled in a report by a leadership team member or designate. A quarterly report will be prepared by the designate and forwarded to the CEO. Quarterly Reports will be one aspect of the Health Centre client survey process.

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10. When a client, volunteer, or member of the general public provides verbal feedback, the staff person will encourage the person to put it in writing. If the person does not wish to do so, the staff person will record the feedback on the card and place it in the feedback box.

11. Questions received on the feedback cards may be responded to through the Health Centre newsletter to provide that information to a broader group of people. When appropriate or possible, a response will be given to a specific question if the name and contact information is included on the feedback card.

12. Feedback on new or additional services is welcomed. This feedback will be evaluated as part of the Quarterly Report review, using the Health Centre strategic planning document and relevant Health Centre policies and procedures.

This policy will be posted on the Health Centre website.