

## Wesley Client Feedback Policy

We are committed to:

- being open and responsive to any suggestions or concerns made by you or other members of the community
- looking for solutions to concerns that are acceptable to all involved
- making every effort to include suggestions when we develop our services and programs

### Purpose

The purpose of this policy is to:

- outline the rules and guidelines that we will follow to respond to concerns and suggestions
- make sure that there are processes in place for you and members of the community to follow to provide feedback
- help us address all concerns by keeping records of them so that we can review, resolve and monitor the outcomes
- encourage you to give suggestions as your feedback makes us stronger
- have a process in place for us to receive, review, incorporate and monitor the outcomes
- confirm that both you and staff are aware of the details of this policy

### Policy

The **Client Feedback Policy** ensures that all feedback and concerns are recorded and responded to fairly, and in a timely manner. The Executive Director of Wesley has the overall responsibility for this policy. The Director of Human Resources is responsible for managing the Client Feedback Policy and will forward all concerns to the appropriate Director.

We encourage you and members of the community who have suggestions or concerns about the agency, the activities or the behaviour of volunteers or staff to use the **Client Feedback**



Support, every step of the way

**Form.** If you have used the formal process but are not satisfied with the results, you have the right to contact the Chair of the Board of Directors with your concerns. The name of our current Chair can be found on our website at wesley.ca.

All clients and staff of Wesley will be informed about the Client Feedback Policy. Clients will get a copy of this policy in the format they choose (i.e. electronic or hard copy).

Through this process we will

- record, review and store all suggestions and concerns for future planning
- address all concerns in a confidential manner (only those who need to know will be informed)
- ensure all concerns will be considered and reviewed in a fair manner (no action will be taken until all information is gathered and reviewed)
- always be respectful of those who have concerns and will not treat them differently than any other person using our services
- keep all information related to the concern in a **Client Feedback File** and not in an individual client or staff file

As a client you have the right to have a support person with you during any discussions about your concerns with Wesley.

## Wesley Feedback Process

It is important to know that all formal concerns must  
be in writing – signed and dated.

Interpreters are available if needed.

When submitting a suggestion, please do so in writing via:

- email to [info@wesley.ca](mailto:info@wesley.ca)
- a letter/note through mail
- feedback form in person at a Wesley location

Please review the process below for sharing your concerns.

- Step 1** Put your concern in writing using one of the ways listed below including:
- online form at [www.wesley.ca](http://www.wesley.ca)
  - email form to [info@wesley.ca](mailto:info@wesley.ca)
  - a letter/note through mail
  - Filling out a feedback form in person at a Wesley location
- Step 2** We will contact you within **5 business days** of receiving your concern to let you know the concern has been received.
- Step 3** We will give you a copy of the **Client Feedback Policy and Form**, if not already received
- Step 4** If needed we will ask you for any missing information we might need to fill out the form



**Support, every step of the way**

- Step 5** You will be asked to sign the **Client Feedback Form**, if you have not already done so
- Step 6** We will contact you within **2 weeks** of confirming we received your completed feedback form to set up a meeting. At this meeting we will discuss your concerns and work towards a way to resolve them. If a meeting is not possible, we will try to resolve your concern through phone or letter.
- Step 7** We will contact you in writing within **3 business days** of that meeting to share what took place, what was discussed, what was agreed upon.

If no solution has been made, the Manager/Director will take your concern to Wesley's Executive Director with all the supporting documents. The Executive Director will contact you within **5 business days** of receiving the documents.

If a solution cannot be agreed upon through contact with the Executive Director, you will be invited to take your concern to the Chair of Wesley's Board of Directors. The name of our current Chair can be found on our website at wesley.ca.