



## **Program Policy: Feedback Process for Clients and Community**

Policy Reviewed: 2024

We are committed to:

- being open and responsive to any suggestions or concerns made by clients and 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 clients and members of the community to provide feedback
- help the organization address concerns by keeping records of them so that we can review, resolve and monitor the outcomes
- encourage clients and community members to give suggestions as feedback makes us stronger
- have a process in place for to receive, review, incorporate and monitor the outcomes
- confirm that clients, community members 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 Chief Executive Officer of Wesley has the overall responsibility for this policy. The Director of Human Resources is responsible for managing the Client and Community Feedback Policy and will forward all concerns to the appropriate Director.

We encourage clients and members of the community who have suggestions or concerns about the agency, the activities or the behaviour of volunteers or staff to complete the client and community feedback form [found here](#).

All clients and staff of Wesley will be informed about the Client and Community 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 discussion about your concerns with Wesley.

### **Wesley Feedback Process**

Please note that all formal concerns must be in writing and include all information requested in the online [client and community feedback form](#). If you do not have online access, you may submit the feedback in writing via mail or at 467 Main Street East, Hamilton ON.

Please review and follow the process below for sharing your concerns.

**Step 1** Put your concern in writing using one of the ways listed below including:

- Online [client and community feedback form](#)
- Via mail to c/o HR Director, 467 Main Street East, Hamilton ON
- In person at 467 Main Street East, Hamilton ON

**Step 2** We will contact you within 5 business days of receiving your concern to let you know the concern has been received and to request further information if required.

**Step 3** We will contact you within 10 business days of confirming we received your completed feedback form to set up a meeting in person or online. At this meeting we will discuss your concerns and work towards a way to resolve them.

**Step 4** 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 a solution cannot be agreed, the staff person will take your concern to Wesley's Assistant Executive Director with all the supporting documents. The Assistant Executive Director will contact you within 5 business days of receiving the documents.

If a solution cannot be agreed with the Assistant Executive Director, you will be invited to take your concern to the Chief Executive Officer. The Chief Executive Officer will contact you within 5 business days of receiving the documents.

If a solution cannot be agreed with the Chief Executive Officer, an independent 3<sup>rd</sup> party will be engaged to assist with the resolution process.