

CLIENT FEEDBACK POLICY



Client Feedback Policy

Document number: QA-POL-002

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1. Purpose

Carrie's Place actively seeks the input of clients and stakeholders and encourages them to provide feedback, both positive and negative, as a source of ideas for improving services and activities.

The organisation will:

- foster a service culture that encourages open and honest communication
- inform clients about the standard of service they can expect
- protect the right of clients to provide feedback and to make complaints about service delivery
- encourage and make it easy for people to provide feedback
- provide anonymity to people providing feedback
- record and analyse information arising from feedback and use it to improve services

2. Procedures

2.1 Encouraging Client and Stakeholder Feedback

All staff will be responsible for ensuring clients are informed of what they can expect from the Carrie's Place and how they may provide feedback. Information will be provided to clients in their client handbook, in the charter and on Carrie's Place website.

All staff [and volunteers] working with clients [and stakeholders] are responsible for ensuring they are familiar with the procedures for clients [and stakeholders] to provide feedback, and for:

- accepting and reporting informal feedback
- offering clients an opportunity to provide formal feedback when appropriate

2.2 Initiating and collecting client [and stakeholder] feedback

Feedback may be provided by individual clients [and stakeholders] on their initiative or in response to requests from the organisation.

Individual clients [and stakeholders] may provide feedback by:

- Phone
- Email
- Mail
- Through an advocate or external body e.g. Ombudsman
- Other

The CEO and/or Executive Officer will be responsible for receiving and making a record of feedback in the feedback folder and register saved in the Management SharePoint folder. The CEO and/or Executive Officer will be responsible for reviewing feedback records on a quarterly basis and identifying any action required.

The organisation will seek feedback from clients [and stakeholders] on a regular basis through service user entry and exit surveys, refuge/house meetings, and individual client meetings. All staff will be responsible for collecting feedback and reporting this to their Team Leader, the CEO and/or Executive Officer. Complaints will be recorded in the complaints register by the CEO and/or Executive Officer.

2.3 Participation and feedback

Participation feedback should be a two-way process. Carrie's Place is committed to ensuring that:

- Those providing the feedback know what will happen with the information that they provide
- Individuals feel safe to provide negative feedback
- Individuals feel valued by seeing the impact of suggestions that have been made or hearing about changes that have been made in response to their input.

2.4 Using feedback for service improvement

The CEO and/or Executive Officer will be responsible for maintaining and managing and collating client feedback in a timely manner. The CEO/Executive Officer will acknowledge feedback within five working days of receiving it. Depending on the nature of the feedback, responses may include:

- Thanking the individual/service
- Informing the individual/service of its value
- Explaining how the information will be used for service improvement
- Following the procedure set out in the Complaints Management Policy

The Team Leader will be responsible for preparing a brief report to the CEO, Program Manager and/or Executive Officer on a quarterly basis. The CEO and/or Executive Officer will decide if the feedback is to be considered a complaint and referred to the Governance Committee or how it can be used to:

- inform service planning by including a review of client [and stakeholder] feedback in all service planning, monitoring and evaluation activities
- inform decision making by including a report on client [and stakeholder] feedback as a standard item on staff and management meeting agendas

2.5 Recording Feedback:

Managing feedback is critical in promoting Carrie's Place reputation of valuing all feedback.

The staff member that receives feedback should raise the issue with their direct supervisor and discuss a plan to respond to it or provide further resolution.

When receiving negative feedback, staff should report it to the CEO and/or Executive Officer who will record it in the Complaints Register. This document records factual information, which can be supported by evidence, or it should note that the information is not yet substantiated. This register will be reported on at each Governance Committee meeting.