




<b>POLICY NAME:</b>	<b>Providing Feedback – Customer Service Standards</b>
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POLICY NUMBER:	ADMIN-QP-1.18	DEVELOPED / ISSUED BY: (Author / Owner of Policy)	David Smith, Program Director
DEPARTMENT:	Administration	APPROVED BY: (Name & Title)	Cynthia St. John Chief Executive Officer
ISSUE DATE:	October 7, 2019	SIGNATURE OF APPROVER:	
REVISION DATE:		REVIEW FREQUENCY:	Biennial

**PURPOSE:**

Southwestern Public Health (SWPH) is committed to meeting and surpassing expectations while serving clients and our community and, as such, comments on the way SWPH provides its programs and services are encouraged and appreciated. The purpose of this procedure is to set out the process established by SWPH to obtain such feedback.

**SCOPE:**

This policy applies to all employees, volunteers, agents and others providing services on behalf of SWPH.

**POLICY:**

SWPH will regularly and continuously obtain feedback from clients and community partners about our performance. Feedback gathered helps inform continuous quality improvement initiatives. SWPH will make this feedback process readily available to the public by posting information about this feedback process on the SWPH website at [www.swpublichealth.ca](http://www.swpublichealth.ca) and by providing a copy of this document to any person who requests such information.

People providing such feedback are strongly encouraged to provide as much information as possible to SWPH about the event/success/concern, so that it can be readily identified by the manager responsible for where the event/success/concern took

place. Such information may include dates, times, names, contact information, a description of the event/concern, etc.

## **PROCEDURE:**

The following process has been established for receiving and responding to feedback about the way SWPH provides programs and services, and how SWPH makes information about that process readily available to the public.

1. People may provide their feedback in person, by telephone, in writing, or by delivering an electronic text by email or online, on disk or otherwise. Methods include:
  - a. Downloading our Customer Feedback Form from our website at [www.swpublichealth.ca](http://www.swpublichealth.ca) and mailing it to 1230 Talbot Street, St. Thomas, Ontario, N5P 1G9;
  - b. Submitting our feedback form on-line on our website at [www.swpublichealth.ca](http://www.swpublichealth.ca);
  - c. Telephoning SWPH and asking to speak to the Executive Assistant (EA) to the Chief Executive Officer (CEO) at 519-631-9900 or 1-800-922-0096
  - d. Emailing us at [info@swpublichealth.ca](mailto:info@swpublichealth.ca)
  - e. Writing and mailing a letter to:  
Southwestern Public Health  
Executive Assistant to the CEO  
1230 Talbot Street  
St. Thomas, ON N5P 1G9
  - f. Conversation with any SWPH employee.
2. All client feedback received will be forwarded to the EA to the CEO with two (2) business days.
3. The EA to the CEO will forward that feedback to the responsible manager for review and reporting purposes.
4. Feedback regarding how SWPH provides programs and services to people will be addressed in a proper and timely manner and documented on the General Incident Report Form. The completed forms must be submitted to the most responsible Supervisor (client services) or Office Manager (Health Unit property) within forty-eight (48) business hours the incident including on weekends.
5. Should a response be deemed appropriate by the manager/supervisor and should the person providing the feedback have chosen to supply his/her contact information, that person providing feedback may expect a response within no more than twenty-one (21) business days.
6. Unless the feedback request specifies the desired method of client response, phone and/or letter will be the mode of communication for the SWPH manager/supervisor.

Southwestern Public Health is committed to adhering to and complying with the Accessibility for Ontarians with Disabilities Act should individuals require additional supports.

**COMPLIANCE:**

Failure to comply with this policy and any associated procedures may result in appropriate disciplinary measures.

**RELATED DOCUMENTS:**

- [Customer Service Policy](#)
- [Customer Feedback Form](#)
- [General Incident Report Form](#)

**REVIEWED BY/CONSULTED WITH:**

Vanda Ostojic-Middel, Office Manager