



# CLIENT & COMMUNITY FEEDBACK POLICY

## SCOPE

This policy and procedure apply to all LAMP employees, including full-time, part-time, temporary, casual and contract staff, as well as people who work to gain experience or for benefits, such as volunteers, co-op students, board members, interns, and apprentices.

## POLICY

Clients and community members have *a right* to provide feedback regarding any aspect of their experience at LAMP, the service or lack of service they have received and may be provided to any LAMP representative.

All feedback will be viewed as an opportunity to improve or reinforce client centered care, and as a tool of risk management to reduce scenarios which may endanger LAMP or its community. LAMP will make every effort to resolve complaints in a fair, respectful and timely fashion with suitable accountability. All feedback will be received without judgement or reprisal.

This policy is readily available in accessible formats to any person on request and is posted on the LAMP website. Complaints that fall within the scope of LAMP policies will be addressed through the process of that policy and in accordance with all applicable municipal, provincial, and federal legislations.

**NOTE:** If the feedback is a critical or immediate threat to safety (i.e. safety hazard, or potential harm to client from any procedure, recommendation or prescription.) follow up must occur with a member of leadership team at that time with no delay.

## FEEDBACK PROCEDURE

Submissions from website, voicemail or suggestion boxes are cleared and distributed on a weekly basis. Feedback can also be in hard copy or verbally to any member of staff who is readily available.

1. Using best judgement on the nature of the concern, attempts should be made to resolve without the escalation of a formal procedure, such as in instances of minor issues of dissatisfaction.
2. If required or requested, record the feedback details: Invite the person providing the feedback to fill out a "Feedback Form".
3. Have as many details as possible to clarify: who was involved, what was the feedback, how it occurred, where the situation occurred and when.
4. Also, indicate any other relevant details: events, witnesses and or interventions that occurred.
5. Provide the form to the most appropriate member of Leadership as available.
  - Formal feedback must be submitted to your supervisor or a member of leadership within 2 working days.
  - If the feedback requires a response from Leadership, inform the client they will be contacted within 2-10 working days.
  - If the nature of the feedback is regarding a staff performance issue, it will be addressed by their direct supervisor accordingly.
  - Any feedback that requires an incident report, warrants significant action or requires escalation to a member of leadership, will be summarized on the Feedback Follow Up Form and submitted.



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## STEPS IN HANDLING CONSTRUCTIVE FEEDBACK:

Staff receiving constructive feedback verbally, must inform the person identifying the concern:

- That there is a policy and procedure available to them
- Offer to provide a feedback form or to complete with them if the person needs assistance
- Let them know that if warranted, Leadership will reach out to them within 2-10 working days
- And/or due to the nature of the feedback, a feedback form will be completed on their behalf.

If assisting a person in completion of a feedback form, the staff should ensure it details:

- The issue at hand, which parties (if any) are involved and any perceived resolution

The staff who received the constructive feedback will then inform their supervisor or a member of leadership team.

- Employees will receive the input in an open, positive, and professional manner.
- At all times, the best judgement will be exercised to protect LAMP, its clients and the community.

In the event that legal, financial, or reputation risk is anticipated, Leadership will ensure the Executive Director or designate is informed immediately, including any initial assessment of potential liability to LAMP. At all times, the best judgement will be exercised to protect LAMP, its clients and the community.

## FOLLOW UP PROCEDURE BY SUPERVISORS / LEADERSHIP TEAM

1. Receive the feedback, document if required and communicate with any/all staff involved.
2. If there are conflicting accounts of the incident or process, pursue further clarifications with the person providing the feedback and/or other parties.
3. If the nature of the feedback requires an incident form, ensure these steps are taken as well.
4. Document any actions to resolve and other details required on the **Feedback Follow Up Form**.
5. Submit the Client & Community Feedback Form and the Feedback Follow Up Form to the Organizational Performance Director or designate.
6. The Organizational Performance Director or designate will review, determine if further action required and update Board Reporting summary.

## ANNUAL FEEDBACK TABLE PROCEDURE

1. Any feedback resolved without escalation or written form, should be added to feedback table
2. Feedback table submissions do not require any accompanying documents such as reporting forms, incident forms or written complaints.
3. Minor instances of dissatisfaction should be tracked by each member of leadership as applicable on respective feedback tables which are submitted as requested/annually.

## DISCIPLINARY ACTION

Employees will not attempt to alter or conceal client complaints or feedback. Employees found in violation of this policy may be subject to disciplinary action up to and including termination of employment. Additionally, LAMP may have an obligation to report incidents to the appropriate municipal or provincial authority or regulatory governing bodies.