Policy # 5: – Customer Satisfaction; Collection, Analysis & Reporting

Governed by: Chief Compliance & QA Officer

Approval Date: August 23, 2016   **Last Updated:** August 23, 2016

Purpose:
- To collect, analyze and report customer satisfaction data to the governing body.
- To assess quality of services & identify community needs
- To guide strategic planning.

Policy:
- The agency will utilize secure drop boxes in every CEO building and the CEO website to collect and encourage customer satisfaction feedback in relation to every CEO encounter.
- Data will be collected and analyzed monthly and tracked to identify trends requiring attention.
- Results will be shared with Sr. Admin and Leadership as applicable if immediate interventions are necessary.
- Agency wide results will be reported to the Board, Sr. Admin and Leadership annually and used in collaboration with other customer surveys to support the community needs assessment and plan strategically.

Program code assignment charts:

ECS - 100

BUILDING	CODE
CRC	101
TFRC	102
LFRC	103
RFRC	104
SFRC	105
HFFRC	106
Babies in Waiting	107
UPK – School 2	108
UPK – School 12	109
UPK - HF	110
UPK- Cambridge	111

WIC - 200

BUILDING	CODE
Troy	200
HF	201
Stephentown	202

Operations - On-site -300

BUILDING	CODE
Food Pantry	301
Financial Literacy	302
VITA	303
YouthBuild	304

Operations – Off-site - 400

BUILDING	CODE
FSS	401
21st	402
Housing	403
CHP	404
Holidays	405
Lead	406