



Procedure 5b: Customer Satisfaction Data Collection, Analysis & Reporting





Governed by: Administration

Refer to policy: # 5a

Effective: August 23, 2016





Last Updated: August 23, 2016

Purpose: To ensure:






-  Ongoing collection, analysis and reporting of customer satisfaction feedback
-  Board are made aware of customer satisfaction perception
-  Data results are utilized to support the identification of community needs & ongoing planning
-  Continuous Quality Improvement (CQI)

Procedure:

Data Collection

-  Drop boxes and postcard surveys will be located in a visible location in every CEO building, CRC suite that serves customers on-site and off-site service areas to include; satellite WIC clinics, school district UPK classrooms, 21st Century, Holiday Stores, etc....to encourage customer satisfaction feedback.
-  Agency addressed, postage paid postcard surveys will be handed to home-based customers at the conclusion of a CEO service or periodically if being served over an extended period of time.
-  Postcard surveys will also refer customers to the CEO website as another option to provide feedback.
-  All staff will inform and encourage customers to provide satisfaction feedback.

Data Analysis & Reporting

-  All Program/Building Managers will forward surveys collected, by the 15th of every month, to the Chief Compliance & Quality Assurance Officer.
-  The Chief Compliance & QA Officer will: analyze monthly, track trends, further investigate or follow-up with a customer as needed, engage Managers, Directors, Sr. Admin members or the President if something demands immediate attention or offers CQI opportunities.
-  The Chief Compliance Officer will prepare an annual report to be shared with the Sr. Admin team, Leadership team and Board of Directors.
-  The Chief Compliance Officer will engage all three groups in dialogue around the data results in support of developing CQI strategies.
-  Data will also be utilized to support both the Community Needs Assessment and Strategic Planning processes.