

JEWISH COMMUNITY CENTER OF GREATER KANSAS CITY: OFFICIAL POLICY

MEMBER FEEDBACK AND RESOLUTION

November 2011

Background

The Jewish Community center values the input of its members and those individuals for whom services are provided. Obtaining on-going feedback is considered a cornerstone of quality programming. Effective feedback procedures act as a safety valve. An effective procedure operates as an early warning system and alerts management to potential problems before they escalate. It also provides a structure for the resolution of negative feedback by providing participants with an alternative forum in which to air, and resolve disputes. Likewise, positive feedback is captured and utilized by the organization to justify services, market programs and report to funders.

Receiving Feedback

The JCC strives to create an open and comfortable environment where members can express their concerns. To accomplish this, several methods have been established to facilitate customer input. Feedback may be received through any of the following methods:

- Verbally in person or telephone
- Suggestion Box
- Website
- In Writing
- E-mail
- Evaluations

Handling Feedback

Positive Feedback

Capturing positive feedback is important to the organization. Positive Feedback is a powerful tool in marketing, reporting to funders and determining the ongoing relevance of a program. Members are encouraged to put their positive feedback down in writing. As appropriate, staff may direct members to the suggestion boxes located in each department. Written feedback is to be forwarded to the appropriate program director. Program directors are encouraged to share feedback with staff as appropriate.

Negative Feedback

Staff is encouraged and empowered to handle all negative feedback within the realm of their respective responsibilities. Inherent with this empowerment is the responsibility to represent the Center in a professional manner and to upwardly report actions taken to resolve the grievance.

All negative feedback unable to be addressed immediately or handled by the receiving staff person is to be entered into the *Feedback Log book* on the same day it is received. The negative feedback should then be forwarded to the appropriate program director and Member Care Coordinator for acknowledgement within 24 hours and resolution within 48 hours. If the feedback alleges fraud or criminal activity, it must immediately be brought to the attention of the Executive Director.

Acknowledgements of written or verbal negative feedback shall take place within 24 hours of receipt. The purpose of the acknowledgement is to communicate with the member that the feedback has been received and a resolution is in process. These shall be made by the Program Director to which the feedback was forwarded unless an alternative request was made specifically by the member.

Resolutions of negative feedback shall take place within 48 hours. If this is not possible, Program Directors shall communicate with the member the timeline for resolution. Resolutions shall be documented on the *Feedback Log Form* indicating what action was taken and by whom. *Feedback Log Forms* are forwarded monthly to the appropriate member of the executive management team.

Unresolved Negative Feedback

If members are unsatisfied with the staff and/or Program Director response to their feedback, staff shall immediately forward the *Feedback Log Form* to the appropriate supervising member of the executive management team. The executive management team member will review the feedback and conduct an investigation, then determine an appropriate solution. He/she shall respond to the negative feedback within 10 business days with a written or verbal report to the member.

If this procedure does not resolve the matter, or involves a policy, service or activity, the member may seek resolution through the process outlined below.

Executive Director

1. If a satisfactory result is not achieved with the member of the executive management team, the member may appeal in writing to the Executive Director. The written request must contain an explanation why the previously proposed solution was unacceptable. The request should also include the following: name, address, daytime phone, evening phone, email, date of incident (if applicable), description of the situation and suggested resolution(s). For convenience, a link to our *Member Feedback and Resolution Appeal Form* is available at jckc.org.
2. Upon receipt of the written request, the Executive Director shall schedule a time to meet with the member within 30 days. The Executive Director shall then determine a solution and submit a final report in writing to the member submitting the appeal.

Record Retention

The official file for each *Member Feedback and Resolution Appeal Form* shall be kept by the designated staff person within the administration office.

