



<b>Policy:</b> External Stakeholders Service Feedback	<b>Date of Issue:</b> May 31, 2016
<b>Prepared/Revised By:</b> Human Resources	<b>Supersedes:</b> March 16, 2015
<b>Approved By:</b> Rebecca Barrows-Vrankulj, Executive Director	<b>Page:</b> 1 of 2

*It takes a community  
to raise a family...*

**Policy Statement:**

*Milton Community Resource Centre (MCRC) is committed to providing excellent external stakeholder service throughout our programs and services. MCRC wishes to provide our external stakeholders the opportunity to present us with feedback regarding their positive experiences as well as feedback for how MCRC can improve services.*

Despite best efforts, external stakeholders may not be satisfied with the way MCRC has performed or provided service. Additionally, some external stakeholders may be dissatisfied with an MCRC policy and/or procedure and its subsequent outcomes. MCRC’s Feedback Process provides a framework for the management of both compliments and concerns. This framework:

- Ensures the community’s rights to comment are protected and promoted.
- Informs the community of external and internal procedures for the handling of compliments and concerns.
- Ensures the feedback received is handled in an appropriate, effective and systematic way allowing corrective actions to be put in place where necessary.
- Endeavours to exceed our community’s expectations of MCRC’s programs and services.

**Guidelines:**

MCRC is strongly committed to providing excellent customer service. This is evident through:

**Our Mission:**

The creative and innovative leadership of MCRC with the Halton community will develop and deliver services to inspire and support children, their families and professionals.

**Our Vision:**

A safe caring community where children and families are valued grow and succeed.

**Our Core Values:**

Inclusive, Quality, Collaborative, Integrity, Accountable, Innovative

We value our customers and are intent on providing an accessible and inclusive environment. Our service commitment is to support our external stakeholders while treating all external stakeholders with respect, courtesy and understanding: to deal with requests promptly; to provide a response to complaints, wherever possible, within 1 – 2 business days; to supply our external stakeholders with accurate and helpful information; and to ensure we provide easily accessible information and programs.

MCRC understands the importance of receiving feedback and commits to the following principles:

- We will accept all feedback courteously and view negative feedback (complaints) as opportunities to improve our services and process.
- We will handle feedback in accordance with these guidelines and procedures.
- We will provide multiple formats for customers to provide their feedback.
- Wherever possible, complaints will be resolved quickly and without escalation.
- When complaints do escalate, they will be investigated and the outcomes used to inform prevention and education of programs so that incorrect practices and disputes are reduced.
- Compliments will be announced so that the best practices are celebrated and promoted.

### Procedures:

1. Contact information will be identified on MCRC's website in order for an external stakeholder to submit feedback to the organization. This will include:
  - MCRC's main reception phone numbers: 905-876-1244 ext. 210/238
  - MCRC's feedback e-mail address: [feedback@mcrc.on.ca](mailto:feedback@mcrc.on.ca)
2. Feedback received via e-mail will be checked on a regular basis, documented and forwarded to the appropriate Supervisor/Manager as per the procedure below.
3. When any external stakeholder has a concern or compliment that they would like to voice, staff may record the feedback in person, direct the external stakeholder to the feedback e-mail address, or provide them with the reception phone number. If an external stakeholder has a specific program concern, they are to first be encouraged to see/speak with the program Supervisor.
4. Concerns will be forwarded to the appropriate program Supervisor, Coordinator or Manager who will then make every reasonable effort to provide a response within 1 – 2 business days. Responses should clarify and confirm the details of the complaint; attempt to resolve complaints including apologizing where appropriate; describe actions and timelines to resolve the complaint where possible; escalating complaints to the next level of management when appropriate.
5. All complaints of a serious nature must be reported to the Executive Director.
6. If an external stakeholder is not satisfied with the response they receive, they may request to speak to the next level of management. If there is still no resolution they may contact the Board of Directors via e-mail at: [boardofdirectors@mcrc.on.ca](mailto:boardofdirectors@mcrc.on.ca). The Board will review the concern and previous responses to determine a final solution.
7. Compliments that are received will be forwarded to the staff or program that has been recognized. They will also be summarized and shared within the organization to celebrate the achievement.
8. All personal information collected by MCRC in connection with a compliment or concern, will be handled in accordance with MCRC's Confidentiality and Privacy policies. In addition, when a concern is shared with, depending on the nature of the concern (ie. If it involves another staff member, the concern may be shared with them in order to bring about a resolution). Wherever possible, external stakeholders' information will remain anonymous with staff other than the Supervisor/Manager that the concern is forwarded to.