

WAYNE CAP CARES: Employee, Customer & Community Feedback Procedure

PURPOSE:

Wayne County Action Program is committed to being open and responsive to any complaints or suggestions for improvement. WAYNE CAP values the input of customers, employees, volunteers and community partners and provides multiple avenues and opportunities to provide feedback on what we can improve, as well as what we are doing well. WAYNE CAP will - at all times - seek an outcome to a complaint which is satisfactory to all parties and will endeavor to incorporate suggestions for improvement into program development and delivery, employment practices and agency systems.

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Procedure:

Wayne County Action Program will implement and maintain a formal system for suggestions and complaints and will ensure that all receive a timely and impartial response. WAYNE CAP will ensure that suggestions for improvement, concerns and complaints are recorded, considered and retained for service improvement purposes. Every person voicing a concern, complaint or suggestion will receive a response within a reasonable time frame unless he or she indicates no response is necessary and/or desired.

EMPLOYEES:

Employees have several ways in which to initiate concerns and suggestions. Employees are encouraged to share concerns and suggestions with their immediate supervisor. If they are not satisfied with the outcome they receive, they are encouraged to contact their Administrator and they can contact the Human Resources Department at any time for further guidance/support.

Employees can anonymously make suggestions or express complaints/concerns via the FAQ Form which is located in Wayne County Action Program's website in the "Employee Resources" section. All employees are aware and have access to this system and any questions, concerns, complaints and suggestions are reviewed by the WCAP CARES Committee and, if program-specific, will be forwarded to the appropriate Administrators for response. All contacts will be followed up on within three (3) business days and will be recorded in the FAQ file. All employees will have the ability to review, access and follow-up on FAQ information.

Employees can initiate a suggestion or idea for program/agency/system improvement through the Program Improvement Plan process. Employees are encouraged to cite a suggestion/concern and to formulate a plan for resolution. Program Improvement Plans are forwarded to Administrators for review and response. All responses to submissions will be in place within three (3) business days of submission.

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In addition to seeking individual employee feedback, periodic surveys will be employed to gain input regarding a particular event or practice. These surveys are designed to collect data and at no time will any method be utilized to identify any individual's survey response.

CUSTOMERS, VOLUNTEERS, COMMUNITY PARTNERS AND EMPLOYEES

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Employees, volunteers and customers can access Wayne County Action Program's Feedback questionnaire at any time by accessing our website. Any suggestion or concern will be addressed as soon as practicable and all calls will be documented and maintained for records purposes. All Feedback contacts are confidential and are monitored by Wayne County Action Program's Customer Care committee.

Wayne County Action Program implements the WAYNE CAP Cares philosophy by conducting ongoing customer satisfaction surveys at all points of service and through annual surveys for early childhood education, youth and childcare service programs. Additionally, several programs conduct customer satisfaction surveys at time of program completion.

CUSTOMER CARE COMMITTEE

WAYNE CAP has established a Customer Care Committee which reviews the results of all agency satisfaction surveys, compiles results, reviews complaints and suggestions to assure appropriate response and follow-up, monitors trends, maintains related data including a complaint log, monitors policy impact and assures staff training on WAYNE CAP's Customer Care philosophy and procedures. Customer survey reports prepared by the Committee are submitted to the WAYNE CAP Board of Directors on a quarterly basis and include survey results, analysis of trends and agency response to the individual as well as any system changes that occurred as a result.

CONFIDENTIALITY IS RESPECTED

WAYNE CAP Cares philosophy respects that at times individuals may wish to submit comment, complaint and suggestion anonymously. At no time will an attempt to discover the identity of any individual submitting an anonymous complaint via any avenue of communication including but not limited to hard copy or electronic survey, phone call or social media.