

Client Feedback Policy

At _____ we value everyone's feedback as it helps us to improve our welcome and reception of migrants in our city/region. This policy outlines our approach to collecting, managing, and acting upon client feedback.

1. Collection of Feedback:

- We actively solicit feedback from clients through anonymous surveys or interviews.
- Feedback is solicited to all clients during their stay/visit at _____.
- Clients can also request to speak to program supervisor to provide feedback or file a complaint.

2. Handling Feedback:

- All feedback received, regardless of its nature, is documented and logged into our system.
- Feedback is categorized based on its type (positive, negative, suggestions, complaints) to facilitate analysis.
- Program supervisor is responsible for review and action.

3. Analysis and Evaluation:

- Feedback is analyzed regularly to identify trends, patterns, and recurring issues.
- We evaluate the significance and urgency of each feedback item to prioritize actions accordingly.

4. Response and Resolution:

- We acknowledge receipt of all feedback promptly, typically within [X] business days.
- For negative feedback and complaints, we aim to provide a resolution or preliminary response the same day or within [X] business days, depending on the complexity of the issue.
- We keep clients informed about the progress of their feedback resolution and involve them in the process whenever necessary.

5. Continuous Improvement:

- We implement corrective actions and make necessary adjustments based on the insights gained from the migrants' feedback.
- Feedback outcomes are periodically reviewed to assess the effectiveness of implemented improvements.

6. Confidentiality and Privacy:

- Client feedback is anonymous.

7. Feedback Culture:

- We foster a culture that encourages open communication and constructive feedback from both clients and employees.
- Employees are trained to actively listen to client feedback, empathize with their concerns, and respond professionally.