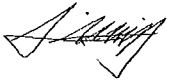
 <b>YMCA</b> We build strong <b>PEOPLE</b> strong <b>FAMILIES</b> strong <b>COMMUNITIES</b>	<b>Management Area:</b> CHILDRENS SERVICES	Pages: [03] Version No: [02] Date: [01/12/2009]
	<b>Sub section (if applicable):</b>	Signed: 
<b>Policy Title: CUSTOMER FEEDBACK</b>		<b>Author: CHILDCARE TASKFORCE</b>

## 1. Scope

- 1.1. Staff, management, families & children.

## 2. Policy Statement

- 2.1. The YMCA encourages feedback and complaints from all participants to ensure the highest quality of service is reached.

## 3. Related Policies & Procedures/Guidance Notes

- 3.1. Confidentiality Policy
- 3.2. Administration

## 4. Responsibilities & Delegations


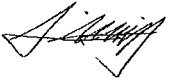
- 4.1. The Childcare Taskforce is responsible for the review of this policy.
- 4.2. The Childcare staff & management are responsible for the implementation of this policy.
- 4.3. The families and children are responsible for the support of this policy.

## 5. Considerations

- 5.1. Q& A Principles.
- 5.2. Customer service.

## 6. Records Maintenance

- 6.1. This policy is to be reviewed annually.

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## PROCEDURES

- A Customer Feedback file will be kept at each YMCA Centre.
- A customer feedback Diary can be used and it to be kept at each centre

All customer feedback received is kept in this file for improvement and marketing purposes.

## Complaints

### Verbal Customer Complaints

All verbal feedback from customers should be responded to by the Manager, or staff member directly receiving the feedback. The customer is encouraged to complete a Customer Feedback Form which will be forwarded to the Manager. In the event that a feedback Form is not completed, staff should diarise all communication in the Centre Communication Diary.

### Written Customer Feedback


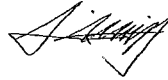
All written customer feedback is to receive a written reply within 7 days of the complaint.

Once an issue has been dealt with and if changes were made, a follow up meeting or phone call to the customer should be made to make sure the customer is happy with these changes.

These procedures ensure the highest quality of service is reached. Feedback received from these sources allows constant review of service levels, increased customer satisfaction and therefore, increased positive feedback within the community.

Customer feedback received will be reviewed at quarterly management meetings.

ALL Customer feedback and complaints are to be treated in the strictest of confidence. Staff will not share information with other customers or staff outside the YMCA.

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	<b>Sub section (if applicable):</b>	<b>Signed:</b> 
<b>Policy Title: CUSTOMER FEEDBACK</b>		<b>Author: CHILDCARE TASKFORCE</b>

## 7. Version History

Version	Description of changes	Author	Effective Date
2	Review and update. New format attachment of form.	M. Rupnik	December 2009

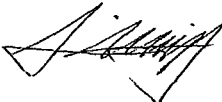
I endorse the Customer Feedback Policy.

Name: *Maryann Rupnik*  
*Childrens Services Program Manager*

Signature: 

Date: 7 December 2009

Name: *Liam Whitley*  
*Group Manager*

Signature: 

Date: 7 December 2009



We build strong **PEOPLE**  
strong **FAMILIES** strong **COMMUNITIES**

EXH.002.012.0105  
YMCA of Sydney

# Customer Feedback Form

The YMCA of Sydney views customer feedback as an opportunity for improvement and deems to utilise these events as an opportunity to not only improve the service provided but to build stronger relationships and loyalty with individual customers who have taken the time to let us know how they are feeling.

Please record all feedback -positive and negative. All written customer feedback will receive a written response by the Centre Manager within 7 days.

<b>Customers Name:</b>		<b>Date:</b>	
<b>Daytime Phone No.:</b>		<b>Mobile:</b>	
<b>Email Address:</b>			
<b>Address</b>			
		<b>Post Code</b>	

Please Record Feedback	

Staff Section Only	
<b>Is there any action required from this feedback?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No

<b>Managers Signature</b>											
<b>Date Customer received Feedback:</b>	<table border="1"> <tr> <td>□</td><td>□</td><td>/</td><td>□</td><td>□</td><td>/</td><td>□</td><td>□</td><td>□</td><td>□</td> </tr> </table>	□	□	/	□	□	/	□	□	□	□
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<b>Date written response sent to customer:</b>	<table border="1"> <tr> <td>□</td><td>□</td><td>/</td><td>□</td><td>□</td><td>/</td><td>□</td><td>□</td><td>□</td><td>□</td> </tr> </table>	□	□	/	□	□	/	□	□	□	□
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<b>Date reported at Managers Meeting:</b>	<table border="1"> <tr> <td>□</td><td>□</td><td>/</td><td>□</td><td>□</td><td>/</td><td>□</td><td>□</td><td>□</td><td>□</td> </tr> </table>	□	□	/	□	□	/	□	□	□	□
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