

CUSTOMER SATISFACTION

PURPOSE

To establish a systematic method of evaluating customer satisfaction with the services provided by LADD.

SCOPE

This policy applies to all LADD programs, employees, people served and stakeholders

POLICY

It is the policy of LADD that Customer Satisfaction Surveys will be completed at least annually. Results will be evaluated by the Steering Committee and recommendations made as necessary to affect improvement in delivery of supports and services.

PROCEDURE

1. The Quality Improvement Department will send out surveys to the individuals we serve, the parents/guardians, contract agencies, staff and people in the community on an annual basis.
2. The Quality Improvement Department will ensure the following tasks are completed:
 - a. Aggregate all satisfaction survey responses and provide reports to the Steering Committee for review and recommendation.
 - b. Provide company staff with systematic reports related to customer satisfaction surveys.
 - c. Engage in activities within the company to facilitate the improvement of customer satisfaction outcomes.
 - d. Ensure that the Steering Committee is made aware of dissatisfied customers or issues of dissatisfaction as indicated on the surveys in order to promptly make both individual and systemic changes necessary to meet the needs of the individuals we serve.
 - e. The Quality Assurance Committee made up of members of management, people -supported, parents and guardians will receive input from all levels regarding satisfaction with services and ideas on improving services.
 - f. Two times per year each region conducts Quality Assurance Luncheons seeking customer satisfaction input of persons -supported, guardians, family members and staff, a summary of these events are documented and then follow up is done if necessary.
3. The Steering Committee will review and receive customer feedback/information pertaining to levels of satisfaction or grievances pertaining to services and supports delivered or coordinated by the company.
4. Customer Satisfaction Surveys will be done on an annual basis specific to each stakeholder group.
5. Service Reviews are conducted online monthly for each program where services are provided to obtain employee and persons supported satisfaction data that is specific to each program.
6. Suggestion Boxes are located at all LADD Facilities for anonymous input, satisfaction and/or suggestions. Input is also sought via the Monthly Family/Staff Meeting.
7. Corporate Compliance Officer is available 24 hours per day/7 days per week via phone, e-mail and letter.
8. Person Centered Planning Satisfaction Checklists are completed after each Person-Centered Plan to obtain satisfaction information.
9. The LADD website includes an input section for visitors to provide open ended feedback.