

NCC Feedback Policy	
Classification: Communications	Effective Date: November 24, 2022
Approval Authority: Board of Directors	Latest Revision: November 21, 2022
Implementation Authority: Executive Director	

Contents

1.0	Purpose.....	1
2.0	Scope.....	1
3.0	Definitions	2
4.0	Policy Statements.....	2
5.0	Procedures.....	3
5.1	Solicited Feedback.....	3
5.2	Unsolicited Feedback.....	3
5.2.1	Receiving Unsolicited Feedback.....	3
5.2.2	Referring Unsolicited Feedback to the Appropriate Person	3
5.2.3	Checking Related Policies.....	4
5.2.4	Assessing and Addressing Unsolicited Feedback.....	4
5.2.5	Handling Appeals	5

1.0 Purpose

The purpose of this policy is to provide overall guidance and direction to staff with regards to solicited and unsolicited feedback received by the New Canadians Centre Peterborough (NCC). This policy aligns with NCC's mission, mandate and values and its commitment to transparency and accountability to its clients and community.

2.0 Scope

This policy applies to any individual or organization external to the NCC, including clients, who wishes to provide feedback on NCC operations. Processes for feedback from staff, volunteers or Board members are covered by other policies and procedures (see 6.0 Related Policies).



3.0 Definitions

Feedback: Feedback is verbal or written or digital communication from an individual or organisation expressing an opinion on the NCC's mission, mandate, policies, procedures, programs, services, staff or any other aspect of its operations. Feedback may be broad or specific, relating to the NCC as a whole or any part of NCC's operations. Feedback may be positive or negative, and can encompass praise, suggestions, concerns or complaints.

Severity: Severity is not absolute nor easily measured, but is a general guide for how much investigation is required. In general, higher severity complaints are those that have caused or could potentially cause significant harm to an individual, group or the integrity or reputation of the NCC.

4.0 Policy Statements

The NCC is committed to encouraging feedback on all aspects of its operations from staff, volunteers, clients, partners and members of the public.

- 4.1 The NCC will actively solicit feedback as required by funders. From time to time, the NCC will also solicit feedback from clients, volunteers and / or members of the public (e.g. through surveys, focus groups or other structured strategies) to ensure its services and operations are effective and meeting the needs and interests of the community.
- 4.2 The NCC will take feedback seriously and respond promptly in an appropriate and sensitive manner.
- 4.3 No individual shall be subject to any reprisal for giving feedback in good faith
- 4.4 Instructions for giving feedback will be visible and easily accessible.
- 4.5 The process for addressing feedback will be fair and transparent. Persons who are unable to give feedback independently have the right to appoint an advocate who can assist them in the process.
- 4.6 All information obtained through this process will be treated in a confidential manner and in line with the NCC's Protection of Information Manual.
- 4.7 Procedures for addressing feedback will not apply where alternate procedures exist in another policy. For example, feedback procedures may be in force to bring a complaint about employee performance to the attention of the appropriate manager but if procedures for dealing with the specific performance issue exist in the Human Resources Policy, those procedures will take precedence.
- 4.8 High Severity feedback will be documented and a copy of that documentation given to the Executive Director. This information will be anonymized and reported to the Board as appropriate.
- 4.9 It is the responsibility of all staff in the NCC to listen carefully to any concern or suggestion raised and to provide a response to the feedback at the first point of contact wherever it is appropriate and feasible to do so.



- 4.10 The NCC will use feedback, where appropriate, in organizational planning, policy and procedure reviews, program development, program evaluation, and staff and volunteer performance appraisals.

5.0 Procedures

5.1 Solicited Feedback

Solicited feedback, whether to meet funder requirements or at the NCC's instigation, should be used where appropriate to improve staff, service or operational performance.

Results from surveys and other forms of solicited feedback should be stored at "N:\OPERATIONAL MANAGEMENT\Research and Statistics\NCC Program and Service Evaluations"

5.2 Unsolicited Feedback

A Feedback Officer will be a member of Management and designated to be responsible for the overall management of unsolicited feedback, with responsibilities as detailed below.

5.2.1 Receiving Unsolicited Feedback

All staff should do what they can to create a welcoming atmosphere where people feel comfortable voicing suggestions and concern. All staff members are expected to handle minor feedback using informal resolution. Staff may assist others in submitting a feedback form or forward the feedback themselves to the Feedback Officer.

If the feedback involves any aspect of behavior prohibited under any NCC policy, or the feedback consists of a complaint against a specific person, staff must forward the complaint to the Feedback Officer who will determine if the feedback should be addressed through this policy or other relevant policies (eg. Workplace Violence and Harassment Policy). If they are in doubt, staff should forward the feedback. Otherwise, an informal resolution may be reached.

In the case of written feedback, online submissions that go to the info@nccpeterborough.ca email will be automatically redirected to the feedback@nccpeterborough.ca email. Paper forms will be directed to the designated Feedback Officer, who is also responsible for monitoring the feedback@nccpeterborough.ca email. If feedback is provided through digital or social media it is treated more immediately due to the public nature of the commentary, and directed to the Director of Community Development (responsible for media) or the Executive Director.

5.2.2 Referring Unsolicited Feedback to the Appropriate Person

The Feedback Officer will use the *Associated Guidelines and Tools* to determine how to refer unsolicited feedback to the appropriate person.



5.2.3 Checking Related Policies

In some cases, there may be procedures in other policies that address similar situations. When that is the case, those policies should be consulted. If there is any conflict, relevant procedures in other policies will supersede the conflicting feedback procedures. This may happen in the following types of situations (list is not exhaustive):

- Staff behaviour or performance
- Harassment and/or workplace violence
- Health and safety concerns
- Volunteer behaviour or performance
- Behaviour in general
- Board performance or Board member behaviour
- Confidentiality breaches
- Conflict of Interest breaches
- Financial mismanagement or fraud

5.2.4 Assessing and Addressing Unsolicited Feedback

Praise, Suggestions and Concerns or Complaints will be assessed differently.

Praise

Informal praise should be passed on to the appropriate staff member / team and may also be shared with the NCC as a whole. In the case of positive feedback of a more formal nature, the information will be passed on to the Feedback Officer or staff supervisor in order to be included in the employee's file.

Suggestions

Suggestions may be useful for improving policies, procedures and programs; however, this may not always be practical due to monetary or other constraints. If the suggestion could be used in future planning, then it should be recorded appropriately (e.g. with files for Operational or Strategic Planning).

If requested, a response may be made to the person or organization who submitted the suggestion and an explanation provided for both the outcome and the reasons behind it.

Concerns or Complaints

The approach taken to address a concern or complaint will depend on its severity. In general, the following comprise the possible outcomes of a complaint:

- Complaint was not addressed (malicious or vexatious)
- Complaint cannot be addressed (e.g. anonymous, insufficient information, or outside jurisdiction)
- Action was taken to remedy the situation
- No action was taken

The remedy offered to address a concern or complaint will depend on the issue. If appropriate, the concerned individual will be involved in developing a remedy.



**NEW
CANADIANS
CENTRE**
PETERBOROUGH

221 Romaine Street
Peterborough, ON K9J 2C3

Tel (705) 743.0882
Fax (705) 743.6219

info@nccpeterborough.ca
www.nccpeterborough.ca

Where appropriate, a written response may be made which offers:

- Adequate reasons for any decision made;
- Any changes or action that have resulted from the feedback;
- A remedy, where appropriate;
- Additional information such as policies, eligibility criteria, resource availability, etc.;
- Information on where to address complaint if not under jurisdiction of the NCC

Written feedback should be acknowledged within three (3) business days of receipt. The goal is to respond to and address feedback within ten (10) business days; however, the nature of some concerns may require a longer period of time to address. Where a resolution will require more time, and a written response is required, the individual who submitted the feedback should be informed of how long the process is anticipated to take.

Procedures to address High Severity Feedback are generally covered by other relevant policies (see 6.0 Related Policies). For any high severity situation, the Executive Director will be informed and involved in the resolution or response.

5.2.5 Handling Appeals

If the person who submitted the feedback is not satisfied with the outcome of the process, then the feedback will be forwarded to the direct supervisor of the staff person who handled the process. The supervisor will then review the case, following the same procedures.

If the process was handled by the Executive Director, the Executive Director should address the individual providing the feedback directly. In the case of negative feedback, if a resolution cannot be reached, only then will the feedback be taken to the Board Chair and the Board's Executive Committee for resolution.

Every effort will be made to reach a resolution. If resolution is not reached, the person raising the complaint can be provided information to access relevant complaint mechanisms, such as including the Ministry of the Attorney General, Ontario Ombudsman or the Information and Privacy Commissioner of Ontario.

6.0 Related Policies

Anti-Racism and Anti-Oppression Policy
Board Code of Conduct
Conflict of Interest Policy
Human Resources Manual
Protection of Information Manual
Volunteer Management Policy
Whistleblower Policy
Workplace Violence and Harassment Policy