

# Samples for Feedback Process policy

## Sample 1

### Feedback Process

It is our goal to meet and surpass customer expectations while serving all customers, including those with disabilities. Comments on our services regarding how well those expectations are being met are both welcomed and appreciated. Feedback regarding the way (Company Name) provides services to people can be made verbally or via email. All feedback will be directed to our Human Resources Department (Or whichever department is responsible within your organization), who will in turn direct the feedback to the appropriate member of the management team for consideration. Complaints will be managed by the appropriate manager by working with the customer in order to determine appropriate redress. Customers can expect to hear back within five (5) business days

### Obtaining Feedback

In order to allow our customers to provide (Company) with feedback regarding the manner in which we provide services to people with disabilities, we will forward a notice to all customers on a quarterly basis that requests their feedback and provides information on how to submit feedback to (Company Name).

All feedback will be reviewed by the Human Resourced Department (Or whichever department is responsible within your organization) upon receipt and forwarded to the appropriate member of the management team, when required. Appropriate responses, where required, will be submitted to the person providing the feedback, where applicable, within 5 business days.

### Complaint Resolution

All complaints and/or recommendations for improvement of services we provide to people with disabilities will be reviewed by the appropriate manager and the Chief Operating Officer (or person designated) of (Company Name) and a response and / or resolution will be forwarded to the party who has made the complaint or recommendation generally within 5 business days following receipt of the complaint or recommendation, where applicable.