



POLICY:	STAKEHOLDER SUGGESTIONS AND FEEDBACK POLICY		
POLICY SECTION:	CLIENT RIGHTS	DATE APPROVED:	JUNE 27, 2017
APPROVER:	Chief Executive Officer	DATE REVIEWED/REVISED:	DECEMBER 20, 2020

PURPOSE	To provide accessible and structured methods for stakeholders to communicate suggestions and ideas.
APPLICATION	All CTN stakeholders (clients, families, partners, providers, volunteers) other than employees and Board members. Employees are covered under the employee suggestions and feedback policy. Board members provide feedback through established board processes.
POLICY	<p>Children's Treatment Network (CTN) strongly encourages all stakeholders to provide feedback and suggestions that could improve CTN's performance and quality in the achievement of CTN's mission and vision.</p> <p>Stakeholders are encouraged to share their ideas or suggestions for improvements in any of the following areas:</p> <ul style="list-style-type: none">• quality of services• process and productivity improvements• collaboration and partnerships• safety• cost savings/revenue generation• other <p>Feedback and suggestions will be utilized to inform quality improvement through analysis, reporting and plan development processes.</p>
PROCEDURES	<p>Stakeholders can communicate their feedback on improvement ideas in a variety of ways:</p> <ul style="list-style-type: none">• by direct communication with a CTN employee• through the CTN surveys• through the complaints policy and procedure• through established CTN forums for service and system planning. These include, but are not limited to: the Family Advisory Committee, Systems Operations, Clinical Operations, service specific managers committees, Super Users, and the privacy officers group.• by visiting https://www.ctnsy.ca/Contact-Us.aspx



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	<p>The means in which the suggestion and feedback are provided will determine the manner of the documentation and follow-up. Where a suggestion/feedback is provided :</p> <ul style="list-style-type: none"> • through a survey, it will be addressed in action plans resulting from analysis of survey responses. • as a formal complaint it will be managed as per the Formal Complaints policy • in service and system planning forums, suggestions will be captured in the minutes and follow-up reported as appropriate. • in writing with contact information, CTN will acknowledge receipt of the suggestion/feedback and the action being taken in response to it. Written suggestions and related response will be maintained in the Suggestion Folder on the M: drive <p>In order to thoroughly understand the suggestion and follow up appropriately, CTN encourages individuals forwarding feedback and suggestions to provide contact information, although this is not a requirement.</p> <p>Suggestions will be directed to the appropriate CTN leadership team member for consideration and a decision to implement, modify or reject. The leader may seek input from appropriate committees and other stakeholders to support inform the decision.</p>
<p>References / related documents (LINKS) <i>(internal and external links)</i></p>	<p>Suggestion/ Feedback Submission Formal Complaint Policy HR Standards - Employee Suggestions and Feedback Policy</p>