


Category:	Agency	<p style="text-align: center;">INCA Community Services Agency Policy</p> 
Sub Category:	CSBG/ROMA	
Effective Date:	06/25/16	
Revised Date:	07/25/16	
Responsible: Department, Program Directors or Coordinators		

Customer Satisfaction Survey System Policy

Purpose/Introduction

Successful agencies develop principles and strategies for achieving outstanding customer satisfaction. Our purpose is to improve customer satisfaction by determining the perceived service quality through customer surveys. From these surveys the agency shall determine ways of improvement, actions needed, or discover other opportunities in which to better serve our customers.

Policy

INCA recognizes good customer service is fundamental to the agency's success. INCA Community Services is committed to providing quality services. Our aim is to organize and conduct a customer satisfaction survey in a consistent, systematic, customer-oriented and sensitive process. The Customer Satisfaction Survey System shall provide feedback on how we are meeting the needs of our customers and helps in identifying areas for performance improvement.

Guidelines

These guidelines cover phases including completion, receipt, examination, evaluation and of the customer survey. Data will be gathered to determine how the customer perceives the program's operational status and procedures. The survey data will be used for administrative, planning and reporting purposes.

Surveys Conducted:

Because of the diversity of services offered by the agency, each division/or program will conduct a survey to obtain specific data about the program, division, sites or providers.

Number of Surveys distributed:

Listed below is the percentage of program participants to be surveyed:

VITA – 100% - Point in time: January – April. (included in tax packet)

Head Start - 100% - Point in time: May, end of school year (all parents with children enrolled)

RAVE – 100% - Point in time: June - All program participants and/or guardians

RSVP – 35% - Point in time: May and June Luncheons

Housing – 100% - tenants as of June

Weatherization - 100% - upon completion of weatherization

RxOklahoma – 35% of total no duplicated clients assisted

JAMM Transit – All riders in the month of September

Agency Wide – All county offices walk-ins and web based survey conducted in October (100%)

Below is the schedule for when each program shall report the survey results to the Board of Directors. The divisions are not limited to conducting surveys for this period of time only. They may conduct additional surveys as needed.

- Agency Wide- February
- ESG- April
- VITA- May
- Housing/Weatherization - June
- RAVE- July
- RSVP- August
- Head Start- September
- JAMM- October
- Rx for Oklahoma, MIPPA, Navigator- November

Survey Instrument

The survey instrument includes but is not limited to the following:

- Overall satisfaction with services provided;
- Satisfaction with services as they relate to appropriateness, access and availability, effectiveness, respect and caring, communication, timeliness of services and likelihood to use the service again;
- Area for narrative comments

All surveys must be approved by the Executive Director before being conducted.

Survey Procedure:

- A customer satisfaction survey will be conducted at a minimum of annually and more frequently as deemed necessary for all programs (See surveys conducted)
- The time frame for administering the survey is for one month.
- Data collection methodology may include a mixed method approach (mail, website, telephone, written) to achieve the highest response rate.
- After completing the survey, the customer will return it in a convenient location for them determined by each program. (Example: Box in Head Start Classroom, Envelope in JAMM bus)
- Survey questionnaires will be written in English. Customers who speak other languages should be offered the opportunity to complete the survey with the assistance of an interpreter/translator.
- Completed surveys will be returned to the specific Program Director or designated staff for tabulation and a report of survey findings will be prepared.
- Reports and feedback will be sent to Leadership and Supervisory staff for discussion, analysis and identification of improvement activities to increase customer satisfaction. These reports will be shared with all program staff.
- Customer Satisfaction survey reports will be presented to the Board of Directors for review and recommendations.
- Periodic review of progress made towards meeting objectives will be conducted.

Feedback

INCA considers the feedback on its services not as complaints, but as means of improvement and development tool forwarded to work on, correct and measure about them. All complaints,

whether justifiable or not, given by our customers are considered as complaints, and each complaint is an opportunity for us to remove any deficiency in the services we provide. To be sensitive and fair about feedbacks and focus on the solution.

Documentation Required

Customer Satisfaction Surveys
Customer Satisfaction Data and Feedback Reports
Customer Satisfaction Board Reports

Definitions

Dissemination of Policy

The policy will be made available to all employees through the agency's website. The agency will educate and train applicable employees and supervisors regarding the policy and any conduct that could constitute a violation of the policy.