

Policy: Feedback

Applicable to: All licensed personnel, parents and caregivers at a Baby Café USA site or Baby Café USA event.

Date agreed: 4/11/2014

Date for review: 4/11/2016

Background

The Baby Café USA works hard to provide quality services that reflect the needs of our users. To help us improve our services still further, we welcome your feedback in the form of compliments, suggestions or complaints.

General

Any feedback you make to us will be viewed as an opportunity for us to improve the services we provide. If you think that we have done something well, please tell us so that we know we are on the right track.

If you have a difficulty with a service or have a complaint to make, the quickest way to get it resolved is to talk to the staff responsible for that particular service. This, in many cases, will be the lead facilitator of your local Baby Café USA site.

How to file compliments or suggestions:

If you would like to express thanks or suggestions on how we can improve, then please talk or write to the person in charge of the Baby Café USA site or service you are attending. If you would like to write to the board of the Baby Café USA then please either e-mail admin@babycafeusa.org or the Executive Director Lucia Jenkins at Lucia@babycafeusa.org

or send in writing to:

Baby Café USA
16 Hawthorne St
Wakefield, Ma 01880

How to file a complaint:

If you are unhappy about the service that you have received, please speak to the person in charge of the Baby Café USA site that you are attending, and they will try to resolve the issue immediately

If the staff you have been dealing with have not been able to provide a response that has been satisfactory or you feel uncomfortable discussing your issue with the person in charge at the Baby Café USA site you are attending, then please file a formal complaint with the Baby Café USA board or the Executive Director Lucia Jenkins.

If you would like to file a formal complaint with the board of the Baby Café USA then please either e-mail admin@babycafeusa.org, or the Executive Director Lucia Jenkins at Lucia@babycafeusa.org. Please include “complaint” as the subject of the email to ensure a timely response.

or send in writing to:

Baby Café USA
16 Hawthorne St
Wakefield, Ma 01880

The board of trustees are ultimately responsible for dealing with complaints and if appropriate will take your complaint to a full board meeting for investigation. To do this please include details of your complaint and if possible how you would like to see it resolved.

Timescale:

We hope that the majority of complaints can be dealt with quickly and easily. If you write or e-mail us we will

- Acknowledge your complaint in writing within ten working days of receipt.
- Write to you within 90 working days (from the date that we received your complaint) to tell you the result of our investigation.
- If our response is delayed we will write to you to explain the reasons why and tell you when you can expect a full reply from us.

These timescales reflect the nature of our non-profit organization, running on mostly donated time, which holds board meetings 5-6 times a year.

Policy and information revised with permission from Catherine Pardoe.
Baby Café USA - feedback policy.