



TITLE: QUALITY ASSURANCE

Policy 2.8

Rev. September 2017

PURPOSE AND SCOPE:

This policy outlines Kokua's procedures for soliciting client feedback on the quality of services provided.

It is important for a residential service agency to receive regular input from outside the agency in order to remain healthy and innovative. Kokua actively solicits feedback from clients, families and guardians as a way to assess the quality of our services and to help us make improvements.

Kokua solicits feedback in the following ways:

- The Board reviews the performance of the Executive Director yearly. As a part of the review process, feedback is solicited from other organizations and community partners.
- Any client, family member or guardian who has a concern is encouraged to contact the appropriate Client Services Coordinator, the Program Coordinator or the Executive Director.
- Clients, families and guardians have the opportunity to meet with the Board annually at an Open Board Meeting. Attendees are encouraged to share concerns and suggestions directly with the Board.