

Feedback Policy – Organizations at 19 S 2nd Ave **RCHP Affordable Housing Corporation, Churches Improving Communities, Reformed Church of Highland Park, Who Is My Neighbor, Inc**

How we deal with feedback

The organizations headquartered at 19 S 2nd Ave. value feedback from all our stakeholders – our members, partners and supporters, people on whose behalf we work, and the wider public.

We seek to deal with feedback in a respectful, open and responsible way: this is integral to our commitment to transparency and accountability.

Having a mechanism for handling feedback is important to strengthen our transparency and accountability. Learning from those who affect or are affected by aspects of our work will help us improve.

Our feedback mechanism is guided by these principles:

- respect for the person giving feedback;
- confidentiality;
- commitment to learning from feedback.

What does this policy cover?

- Comments or complaints about mission and values, strategies, policies, objectives, decisions, activities, governance, performance, use of resources, and behaviour of staff, volunteers, and Board members;
- This can come from all our stakeholders, including staff and volunteers.

Comment or complaint?

Feedback includes any positive or negative comments, or more formal complaints, from a stakeholder about our mission and values, strategies, policies, objectives, decisions, activities, governance, performance, use of resources, or behaviour of our staff, volunteers, and Board members. Clients, staff, volunteers, or the general public may leave feedback.

We distinguish between **two types** of feedback: (a) comment; and (b) complaint.

- (a) **A comment (or general feedback)** is an expression of satisfaction or dissatisfaction, or a suggestion for improvement.
- (b) **A complaint** is a more formal claim that an organization or program has failed to meet agency policy or agreement. For administrative purposes, the organizations at 19 S. 2nd define a complaint as a written or verbal statement against an organization or program at 19 S. 2nd expressing dissatisfaction with

work and/or policies, and seeking redress by any of the organizations.

The procedures for dealing with these differ:

- A **comment** is acknowledged (in writing or orally) and is used to help the organization to learn.
- A **complaint** prompts a more formal process aiming for resolution. A complaint requires an investigation, followed by a formal response to the person making the complaint. If the complaint is anonymous, no response can be given, although the complaint may trigger an internal investigation.
- Complaints are also recorded and used to foster learning.

Investigating a complaint uses organization's limited resources, so we expect the person who is making the complaint to:

- provide as much information as possible;
- be willing to be contacted and engage in the resolution process, if necessary;
- understand that anonymous feedback may be more difficult to investigate and resolve;
- understand that making a complaint triggers a formal process which requires resources.

Feedback provided by or concerning a person under 18 will be dealt with in the strictest confidence.

What complaints will not be accepted?

If we receive feedback anonymously, we will take it into account and use it as an opportunity to learn. We cannot respond to anonymous comments or complaints.

We will not respond to feedback which is:

- abusive or offensive;
- repeatedly stated in a manner not conducive to resolution.

Complaints about violations by a third party (which are not complaints against the organizations) will be referred to the relevant community resource or social service for follow-up. However, this should not be used as a substitute for contacting social services directly and a rapid response is not guaranteed.

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Who is responsible for logging feedback?

The Chief Operating Officer of RCHP-AHC is responsible for logging feedback for the organizations of 19 S 2nd Ave. and ensuring complaints are investigated through the correct program and organizational channels.

To whom and how can people address their feedback to the organizations at 19 S. 2nd Ave?

1. You can register your feedback by visiting our dedicated [feedback link](https://freesuggestionbox.com/pub/wndtlhb).
(<https://freesuggestionbox.com/pub/wndtlhb>)

2. You can also contact us at:

Feedback
Organizations at 19 S. 2nd Ave.
Highland Park, NJ 08904

3. You can leave a written comment in the black comment box in the main hall of the building at 19 S. 2nd Ave in Highland Park.

People giving feedback are requested to give their name and email address if possible. Please reference which program or organization the feedback references.

People can give feedback on behalf of others, as long as they have consent to act on their behalf.

People can give feedback in any language, and where possible, the response will be delivered in that same language.

When can people making a complaint expect a response?

We try to respond to formal complaints in writing as quickly as possible (preferably within two weeks) and then to assess the basis for the complaint within 30 working days. If appropriate the matter will be referred to an organizational entity for their investigation and formal response.

Complainants should be informed of any delays (e.g. due to unavailability of relevant staff or referral to organizational entity).

Welcoming feedback, respecting confidentiality

All comments are welcome, and complaints will be investigated fully, fairly and, where appropriate, in the strictest confidence. The name of the person making the complaint will only be disclosed, as necessary, after consultation and agreement. The organizations headquartered at 19 S. 2nd Ave. will not disclose information on any person under 18 which may identify them or make them vulnerable. The organizations at 19 S. 2nd Ave. respect people who complain, and will continue to treat them with consideration, regardless of the outcome of the investigation.