

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Consumer Related

POLICY NO: 05-041

SUBJECT: Consumer Satisfaction Survey

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EFFECTIVE DATE: January 4, 1991

Policy:

Cottonwood, Inc. will gather service satisfaction information from stakeholders as a component of its outcome management system. Information gathered will be used to respond to individual concerns. It will also be reported in the aggregate as an indicator of current levels of satisfaction and as a catalyst for service development.

Procedures:

1. The Personal Satisfaction Surveys will be administered to all consumers accessing services delivered by Cottonwood, Inc. Information gathered will be used in conjunction with person centered planning and organizational service planning.
2. Each department will devise its own schedule and maintain the surveys as appropriate to each department.
3. The surveys will be administered by designated staff within each service area.
4. Participation in the surveys shall be voluntary.
5. The surveys will be used to determine satisfaction with services and may indicate that a revision or change is needed in the Action Plan that is generated at the Person Centered Support Plan (PCSP) meeting. The Director of the department will be responsible for following up on individual concerns.
6. Aggregated satisfaction data will be used as part of the organization's outcome management system.