

Policy Statement:

The Y Hawke's Bay seeks regular feedback as an opportunity to improve quality programme planning and delivery. We also use such feedback as a mechanism to build stronger relationships with young people, their families and the communities that engage with us. We value feedback received and will respond accordingly.

Procedures:

- Where applicable, feedback will remain anonymous. Feedback is encouraged and will be acknowledged
- Feedback can be received in any form, we encourage verbal feedback to our team. Feedback is also sought through our programme planning regularly
- One survey each year will be completed asking for parent and whanau feedback and results will be reviewed to identify any areas for improvement in service delivery and shared with staff as appropriate
- Young people will be encouraged to feedback on the programmes through the child feedback forms
- Anecdotal feedback will be shared between management and staff
- Staff are encouraged to provide any feedback either formally or informally at any time
- Decisions about future programmes or programme content will take into consideration of any feedback provided

These procedures reflect our desire to have high quality programmes.