



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

Customer Feedback

Procedure No. 307

	Print Name	Title	Date
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INTRODUCTION

To define the system in place to collect and utilize Customer feedback.

Scope

This process outlines the steps for collecting and analysed and taking action on Customer Feedback.

Responsibility

The Estates Officer is responsible to ensure that this procedure is implemented.

PROCEDURE

1. Customer Feedback is collected form a number of sources as follows:

- Customer Complaints
- Day to day dealing with the Customer.
- Formal Customer Feedback.

2. Customer Complaints are handled as per the Corrective and Preventative action procedure No 304.

3. After a period of 3-9 months has passed on completion of a project, the Project Manager contacts the Client and together they complete a client feedback information.

4. The Client Feedback information is analysed and action taken accordingly if required, all action taken is recorded.

5. Results of the Client Feedback is fed into the Management Review Meeting for discussion.

References:

Customer Feedback Information.
Management Review Procedure no 302