



Transforming lives since 1890

**West Side Community House
Senior Enrichment Program
Compliments, Suggestions or Complaints
Procedures and Form**

At West Side Community House's Senior Enrichment Center, our mission is to promote healthy aging and link people with resources so they may continue to lead happy, rewarding and fulfilling lives while living independently in the community.

In order for us to provide you with the best possible service, we need to hear from you whenever you have a compliment, suggestion or complaint. This includes the accessibility of our services for people with disabilities. In this way, you help us learn what works and what doesn't so that we may continually improve our services to you and to the community.

If you want to give us a compliment for a job well done, have a suggestion for improvement, or if you are dissatisfied with the way a service has been provided to you, we want to know. The first step is to contact Senior Services Director, Yvette Medina, at (216) 771-7297, ext. 303 or via e-mail at ymedina@WSCHouse.org. If you prefer, you may submit a written form. Ask for a copy of the form from any of the Senior staff, or download one from our website at www.WSCHouse.org under the Senior tab.

If you are unsatisfied with the response from the Senior Services Director or have further questions, please contact West Side Community House Executive Director, Dawn Kolograf at (216) 771-7297, ext. 325.

If you still have questions or concerns after speaking with the Executive Director, please contact the Western Reserve Area Agency on Aging at (216) 621-8010.

The Long Term Care Ombudsman is also available to hear your concerns or complaints, or to answer questions regarding services you receive. They will keep all information about you private and confidential. Their number is (216) 696-2710. They are there to assist you.

We are interested in any problems you may encounter when receiving or attempting to receive services. We also appreciate it when you tell us when we are doing a good job, and offer ideas on how our services can be improved.

Thank you for your participation.

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Senior Enrichment Program
Compliments, Suggestions or Complaints Form**

West Side Community House Senior Services is committed to providing you with safe, reliable, quality services and we want your feedback. Please use this form for compliments, suggestions, and complaints and return via mail or fax to (216) 771-0620. You also may follow the procedures on the preceding page instead of submitting a form. Please make sure to provide us with your contact information in order to receive a response.

SECTION I: TYPE OF COMMENT (Choose One)	
<input type="checkbox"/> Compliment <input type="checkbox"/> Suggestion <input type="checkbox"/> Complaint <input type="checkbox"/> Other: _____ ADA Related? Y / N	

SECTION II: CONTACT INFORMATION		
Salutation [Mr./Mrs./Ms., etc.]:		
First Name:	Last Name:	
Street Address:		
City	State	Zip code
Phone:	Email:	
Accessible Format Requirements: <input type="checkbox"/> Large Print <input type="checkbox"/> Voicemail <input type="checkbox"/> Other _____		

SECTION III: COMMENT DETAILS	
Service provided: <input type="checkbox"/> Home Delivered Meals <input type="checkbox"/> Congregate Meals <input type="checkbox"/> Activities <input type="checkbox"/> Supportive Services <input type="checkbox"/> Transportation <input type="checkbox"/> Other _____	
If Transportation, which van: <input type="checkbox"/> West Side Community House <input type="checkbox"/> CTS (Contract Transport Services)	
Date of Occurrence:	Time of Occurrence:
Name of Employee(s) or Others Involved:	
If above information is unknown, please provide other descriptive information to help identify the employee:	
If Transportation, Direction of Travel:	Location of Incident:
Mobility Aid Used (if any):	
Description of Incident or Message:	

SECTION IV: FOLLOW UP	
May we contact you if we need more details or information? <input type="checkbox"/> Yes <input type="checkbox"/> No	
What is the best way to reach you? (Choose One) <input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> US Mail	
If a phone call is preferred, what is the best day and time to reach you?	

SECTION V: DESIRED RESPONSE (Choose One)	
<input type="checkbox"/> Email a response to me <input type="checkbox"/> Telephone a response to me <input type="checkbox"/> Send a response by U.S. Mail	