



Community Feedback Policy

Effective: October 27, 2022

Revised: June 18, 2026

Board Approval: June 18, 2026

SUBJECT: Community Feedback Policy

Purpose / Objective:

The purpose of this Community Feedback Policy is to articulate Kinbridge Community Association's commitment to fostering open communication and collaboration with community members, including all staff and volunteers, to gather feedback aimed at enhancing program quality and participant experiences. This policy aims to establish transparent procedures for soliciting, collecting, and utilizing feedback, thereby promoting a culture of continuous improvement and inclusivity within the organization.

Policy Statement:

Kinbridge Community Association ("Kinbridge," "we," "us," or "our") is dedicated to actively engaging with all community members, including staff and volunteers, to solicit feedback on our programs and services. This Community Feedback Policy outlines our commitment to creating opportunities for community input, promoting transparency in feedback processes, and utilizing feedback to inform decision-making and improve organizational practices.

1. Soliciting Feedback:

1.1 Channels: We provide various channels for community members, including all staff and volunteers, to submit feedback, including surveys, suggestion boxes, and direct communication with program leaders and supervisors.

1.2 Promotion: We actively promote feedback opportunities through internal communication channels such as staff meetings, newsletters, and training sessions to ensure all community members are aware of and encouraged to participate in feedback processes.

2. Collecting and Reviewing Feedback:

2.1 Collection: Feedback collected through designated channels will be promptly recorded, documented, and reviewed by designated staff members or supervisors.



2.2 Analysis: Feedback will be analyzed to identify common themes, areas for improvement, and emerging trends to inform organizational decision-making and program development efforts.

2.3 Feedback Regarding the Executive Director(s) or Board Governance: Where the feedback is related to the Executive Director(s), it should be referred to the Chair of the Board of Directors. Feedback related to the violation of board governance policies are reviewed by the Board of Directors. No person(s) about whom a complaint is made will ever be responsible for handling the investigation of the complaint.

2.4 To ensure fairness and prevent retaliation, any individual who is the subject of a complaint will be excluded from receiving, reviewing, or investigating the complaint.

3. Action and Follow-Up:

3.1 Prioritization: Actionable feedback will be prioritized based on identified needs and feasibility, and strategies for improvement will be developed in collaboration with relevant stakeholders.

3.2 Implementation: Improvement strategies will be implemented within specified timelines, and progress will be monitored to ensure accountability and effectiveness.

4. Communication and Transparency:

4.1 Internal Communication: Feedback outcomes and actions taken will be communicated transparently to all community members, including staff and volunteers, through internal communication channels such as staff meetings, newsletters, and bulletin boards.

4.2 External Communication: Relevant feedback outcomes may also be communicated externally to program participants, parents/legal guardians/caregivers, and other stakeholders through newsletters, social media, and website updates.

5. Review and Revision:

This Community Feedback Policy will be reviewed annually to ensure its alignment with organizational goals and evolving community needs. Amendments and revisions will be made as necessary, with input from all community members, including staff and volunteers.

6. Contact Us:

If you have any questions, concerns, or suggestions regarding our Community Feedback Policy or feedback processes, please contact us at info@kinbridge.ca or 519-624-3855.

Mailing Address: Kinbridge Community Association, PO Box c/o The UPS Store, 6-250 Dundas Street South, Suite 271, Cambridge, ON N1R 8A8
519-624-3855 | info@kinbridge.ca | www.kinbridge.ca
Charitable Number: 891470536 RR0001



By participating in our feedback processes, you agree to the terms outlined in this Community Feedback Policy. Your input is valuable to us, and we appreciate your contribution to our ongoing efforts to enhance our programs and services.

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