

LAKE COUNTY BOARD OF DD/DEEPWOOD

BOARD POLICY

Reviewed and Adopted by the Board:
Date: September 28, 2020

Signature on File
Elfriede Roman, Superintendent

I. SUBJECT: POLICY AND PROCEDURE FEEDBACK

II. PURPOSE:

To establish by policy a process for soliciting and documenting follow-up action taken on formal feedback received regarding the effectiveness and/or efficiency of agency policies and procedures or implementation thereof.

IV. POLICY:

In an effort to assure that Agency policies and procedures are effective and efficient, it is the practice of the Agency Policy Review Committee to review and evaluate input from any staff, individuals served, and/or parents/families/guardians receiving Board services, relevant to the policies and procedures developed by the committee. The committee will review written input as it is received and will provide a response in writing to the person or party who generated the input outlining what action the committee has taken or not taken as a result of evaluating the input.

Written input received will be reviewed and evaluated by the committee members via email and a representative shall be assigned by the chairperson of that committee to provide a written response to the person or party who generated the input following the committee's review and within 10 working days of the receiving the input.

Documentation of written input received and follow-up actions taken shall be maintained in the committee file. Written input must include the name of the person or persons with the concern in order to facilitate communication and resolution of the issue. Anonymous input will not be entertained.

V. DISTRIBUTION:

Board Members
All Managers
All Staff (via Department Managers)
LEADD President

VI. REVIEWED:

9/20, 9/18, 9/17, 9/16, 9/15, 9/14, 9/13, 9/12, 9/10, 10/08, 10/06, 9/04, 8/02, 4/00