Comment / Suggestion Box Form

**Instructions**

A comment or suggestion box is a fairly simple way of documenting informal feedback.

Here are some tips on creating a successful comment / suggestion box:

1. Identify a location in your agency that is accessible to all of your clients and maintains some confidentiality.
   * The best choice is a place that offers your clients some privacy so that they won’t be seen putting their comments in the box. Depending on the layout of your office, this might be the front lobby of your building or the hallway in front of your office door.
2. Provide paper and pen or pencils.
3. Ensure that the box is locked with a single slot to insert comments.
4. Provide clear signs that this is the confidential and anonymous comment / suggestion box.
5. Ensure that someone empties the box at regular intervals (at least once a month) and provides comments to the Executive Director (or other members of the management team) on a regular basis.
6. Develop a process for sharing comments related to specific programs with the staff members responsible for those programs.
7. Develop a process for responding to clients’ comments. You can create a notice board and post summaries of comments as well as responses, or you can announce when changes are made in response to client feedback (e.g., longer hours for drop-in). Clients need to know that their comments are being read and responded to in some way, even if no changes are proposed.