

Title: Customer Satisfaction	Policy Number: 1.5
Approved By: Belinda Pettiford, MPH	Program Area: Family Planning
Effective Date: 1970	Revised Date: 7/18/12

**Purpose Statement of Policy:**

To promote customer friendly service that meets the needs of populations seeking family planning services provided by Title X.

**Definition:**

Defined within the Customer Satisfaction policy the following areas must be addressed:

- Annual environmental assessment to ensure customer satisfaction.
- Annual assessment to ensure staff knowledge and utilization of customer satisfaction information obtained from assessment.
- Use of customer feedback to guide thinking, planning, policies and practices within agency in providing family planning services.

**Responsibilities:**

It is the responsibility of the local health department and its designated personnel to develop, implement, and ensure compliance among all staff on the administration of the Customer Satisfaction policy in the Title X Family Planning Clinic.

**Policy:**

The local health department will ensure that written policies are in place that address the above required areas in the definition section for provision of customer satisfaction in the Title X Family Planning Clinic.

**Legal Authority:**

This policy is based on #1 l. of the Family Planning Agreement Addendum and DHHS Excels initiative.

**References:**

The Family Planning Agreement Addendum can be accessed at:

<http://whb.ncpublichealth.com/provPart/agreementAddenda.htm>

The DHHS Excels initiative can be accessed at:

<http://www.ncdhhs.gov/excel/>

**For examples of policies from the local level, please contact your Women's Health Regional Nurse Consultants.**