

# CUSTOMER FEEDBACK SYSTEM

PLANNING AND BUILDING DEPARTMENT

## WHAT IS THE CUSTOMER FEEDBACK SYSTEM?

The Customer Feedback System is a process the Planning and Building Department uses to track and respond to the concerns of our customers. Throughout the permit process we want to know how we are doing through our customer's eyes.

## WHAT TYPES OF FEEDBACK ARE TRACKED?

Planning and Building Department values and encourages all types of feedback. Compliments, complaints, and process improvement suggestions are the most typical. Any type of feedback is accepted.

## HOW DOES THE PROCESS WORK?

Feedback is received by department staff, logged by the Director's Office and assigned to a Manager to evaluate, investigate and respond if appropriate. Feedback is analyzed for trends or patterns to determine if policy or process changes or staff training is needed. In some instances, customer feedback is used in the employee performance evaluation process.

## WHAT IS THE BEST WAY TO PROVIDE FEEDBACK?

Any form of feedback is accepted. Letters, phone calls, emails or walk-ins are all welcome.

## WHO SHOULD RECEIVE FEEDBACK?

Customers are free to contact anyone from the department they feel is in the best position to help. All feedback is routed through the process described above no matter which employee initially receives it. Most project specific concerns or issues can be resolved by contacting directly the staff member assigned to the project such as the staff planner listed in the application welcome letter.

## WHAT HAPPENS WHEN FEEDBACK IS SENSITIVE IN NATURE?

We acknowledge that sometimes feedback relates to the performance of a specific employee and it can be awkward to speak directly with that person. Customers always have the option of contacting the employee's supervisor or the Development Assistance Manager, Steven Santos, at (707)268-3749 or [sasantos@co.humboldt.ca.us](mailto:sasantos@co.humboldt.ca.us).

## IS FEEDBACK HANDLED CONFIDENTIALLY?

The choice will be yours. If you would like your feedback to remain confidential, we will honor your request. However, achieving a resolution to your concern often requires follow-up with employees and we feel the best approach is to be open with the input we've received.



Development Assistance Division

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