Section 2: Policies
6: Operational Policies

2.6.3. Feedback

Adopted: October 16, 2025
Last review:

Background:

A nonprofit's feedback policy is vital for aligning its work with evolving community needs, improving service delivery, and fostering continuous learning and development for Board members, staff and volunteers. Feedback can enhance accountability, strengthen stakeholder trust, and drive strategic decisions.

Policy:

Any feedback provided to the Perth Seniors Fellowship will be used to enhance the effectiveness of our organization. Ultimately, Perth Seniors Fellowship will:

- Accept all feedback, both positive and negative, with grace and understanding.

- Endeavour to understand the root of the feedback.

- Respond to all feedback from the point of view that this is an opportunity to learn and make our organization better.

- If deemed necessary, act to rectify any problem or issue that is identified in a timely manner.

Feedback may be shared within the organization and on social media.