

Feedback Policy

DONA International is committed to providing an efficient and responsive service to our members. While every effort is taken to meet the high standards expected of us, sometimes things can still go wrong. When this occurs, we need to be informed so that every effort can be made to put things right and prevent further shortcomings in the future. One of the ways in which we are committed to continuing to improve our service is by listening and responding to your complaints, compliments and comments.

Compliments

We hope there will be times when we exceed your expectations and you want to share the positive experience you have had with us. We are always pleased to receive your positive comments as it is useful for us to know when we have done a good job, so that we can promote good practice throughout our organization and give credit to our people where credit is due.

Complaints

We want to provide our members with the best possible experience and for members to be satisfied with the services received from DONA International. If you are not and have a complaint, then we want you to tell us as soon as possible.

We will:

- Acknowledge your complaint within 3 business days
- Investigate it and respond as quickly as possible with a target of responding within 10 business days
- If it is not possible to respond to your issue within 10 business days, we will explain why and give you a date by which you can expect a full response
- When we contact you, we will also advise you what to do if you are not satisfied with our response

Comments

You may want to pass comments to us about things like our boutique products, workshop experiences, website, education materials etc. We are always pleased to receive these comments as they help to guide and enhance our offerings.

All feedback provided will be recorded within our customer feedback recording system, will be treated confidentially and in line with DONA International's privacy policy. It will be reviewed and monitored quarterly by the executive director, to identify and implement improvements for our members.

How to give us your feedback

- Telephone: Contact Staff at (888) 788-DONA (3662)
- Email: feedback@dona.org
- Write to:

Feedback
Attn: DONA International Exec Director
35 E. Wacker Dr., Ste. 850 Chicago, IL 60601-2106

When sharing your feedback, please give us as much of the following information as possible:

- Your Title & Name
- Company Name (if appropriate)
- Your Address
- Your Telephone Number (including dialing code)
- Your Email Address
- **Tell us the type of feedback:**
 - Compliment
 - Complaint (first complaint or a follow up to a reply you were not satisfied with)
 - Comment
- A clear description of the feedback