

The background of the slide features a close-up, slightly blurred view of several spools of thread. One spool in the foreground is filled with orange thread, while others in the background contain white and black threads. The spools are arranged on a light-colored surface, possibly a table or workbench.

Social & Labor Convergence Program (SLCP)

*Converged Assessment. Collaborative Action.
Improved Working Conditions.*

How to provide feedback to SLCP

SLCP Approach to Feedback

- Feedback from stakeholders is one of the most important considerations for SLCP: both general feedback about the program as well as feedback on specific verified assessments.
- Feedback can provide an indication of the ‘confidence’ level in the data, which is the ‘outcome’ sought by SLCP’s Quality Assurance program.
- It’s important to realize that in any system (a shared scheme or internal programs) there is the potential for individual report issues or errors. In many cases, it is not the best use of resources to attempt to ‘fix’ every error on every report.
- The VOO and SLCP want to focus on the best outcomes that result in an acceptable level of error which in turn provides confidence in the system.
- SLCP uses feedback to drive continual improvements to SLCP data quality.

How to Give Feedback

- **Report feedback:** tied to a specific report - feedback is aggregated to inform system improvements. If you are an end-user of the verified assessment report and would like to give feedback on a specific report, please use [this form](#).
- **Question about a report where the answer lies with the Verifier or the facility:** (e.g. Is it really true that the facility does not have an emergency evacuation plan?) - contact facility as owner of the report data - they can then give you permission to contact the VB for more information
- **Question about the report where you are trying to understand how to read the report/ meaning of a question:** (e.g. where the question or the drop down answer is not clear) – raise a ticket on the [SLCP Helpdesk](#)
- **Complaint:** about VB, verification process, Verifier behavior - [VOO Complaints Form](#) (can submit complaint anonymously)
- **Ethics issue related to verification:** contact the VOO directly slcp@sumerra.com
- **Formal Complaint about the VOO or SLCP:** contact SLCP Secretariat via the [website complaints form](#).