



Customer Satisfaction Policy			
Last Reviewed	March 2023	Next Review	October 2026
Responsible Officer	Director of Operations		

**Policy Statement:** To increase customer satisfaction through all the activities we deliver and the way in which we deliver these activities.

Delivering customer satisfaction is the purpose of everything that we do. We are committed to ensuring our tenants are satisfied with their homes and the services that they receive from us, and we will maximise our available resources, and empower and support our employees to achieve this.

We will deliver customer satisfaction around our established framework of Ask, Listen, Act and Learn.

#### **Policy Detail:**

##### **We shall:**

- Meet the needs of our customers, by ensuring that we are easy to do business with.
- Listen to our customers by providing a range of meaningful opportunities for customer feedback, which enable us to, where appropriate, adjust and improve the services we provide.
- Provide ongoing and consistent feedback, ensuring customers feel informed and engaged.
- Recognise customers are individuals and treat them as such, providing a personalised, solution-focused customer experience.
- Understand that excellent customer service is the responsibility of everyone and provide all employees with the tools to deliver a high standard of customer service; and
- Continue to improve our customer service, and keep our customers updated of what we are doing to meet, and exceed, their needs.

##### **Monitoring and Feedback:**

- Monitor Performance.
- Report to the Board.
- Out and About Visits.
- Customer Surveys.

We will deliver customer satisfaction around our established framework of Ask, Listen, Act and Learn.