

Customer Involvement Strategy



We Listen

We listen to customer feedback using a range of methods, face to face, by phone, email, text message. We will then use your comments to improve our services.



We Act

We work with customers to help them to deliver community activities where they live. We welcome feedback from customers and act upon it.



We keep it simple

We create the conditions for customers to get involved at a level that suits them to create thriving communities.



We Own

We take ownership and responsibility for responding to feedback from customers to ensure we provide "Right First Time" services.



We Learn

We work with Customer Congress to shape our services and how they are delivered. This includes ensuring our services are accessible to all.



We Care

We put customers at the heart of everything we do by creating communities where customers are proud to live.