

Customer Involvement Statement



Keeping you safe at all times.



We believe that you, our customers, are the experts when it comes to knowing what we should do to improve our services and your neighbourhood. We know from experience that your comments, advice, suggestions and involvement can make a difference to the quality of what we do and the new things we try.

To make sure we keep on getting your views, we will listen to you, inform you and involve you in what we do. Simply tell us what you want to be involved in, how much or how little you want to be involved, and how you want to do it.

We are committed to customer involvement

Your opinions are important to us. By working together we can really make a difference to your home, neighbourhood and life. Our promise to you is that we will:

- ensure customer involvement is at the heart of all our services
- make it easy for you to get involved in ways that suit you
- involve you as early as possible when designing our services and making decisions
- keep you up to date, telling you how and why decisions have been made
- use the information you give us to review, improve and make decisions
- focus on you, our customer, and the standard of customer care we provide
- provide you with support and training to help you get involved
- provide training and support to help you become a resident board member
- work with you to set our service standards
- develop ways that help you design, manage and monitor services which suit local neighbourhoods
- publish a 'getting involved' brochure that clearly explains how and when you can get involved in your neighbourhood

- have a budget, resources and staff dedicated to customer involvement
- have formal and informal ways of giving us your views
- always have an up-to-date customer involvement statement.

Remember: it is your home, your neighbourhood and your life. We want you to have your say in anything we do that concerns you – after all, you're the experts and we want your help.

If you have any queries about the above, please contact your Neighbourhood Regeneration Officer, email response@harvesthousing.org.uk or call Harvest Response on LoCall 0845 345 0272.

Need help? Нуждаетесь в помощи?
آيا کمک لازم داريد؟ کیا آپ کو مدد کی ضرورت ہے؟
Besoin d'aide ? ਕੀ ਤੁਹਾਨੂੰ ਮਦਦ ਲੋੜੀਂਦੀ ਹੈ ?
મદદની જરૂર છે? Czy potrzebna jest pomoc?

 **0845 345 0272**

Also available in Braille, large print
or audio (CD or tape)