

## **Customer Engagement Policy Consultation Report**

### **Introduction**

#### **Policy Review – Compensation & Claims Policy**

The current Compensation & Claims Policy is due for renewal. In line with the Customer Involvement Framework involved customers who had expressed an interest in reviewing policies and online activities were provided with a copy of the policy and asked to read it prior to answering a series of questions. Involved customers were given the policy and questions on 08/02/2021 with a deadline for responses to be received by 14/02/2021.

The majority of the questions were closed questions with the involved customers being given the opportunity to make comments on four occasions.

### **Responses**

Copies of the policy along with a questionnaire were sent out to 203 involved customers, all by email with a link to complete the online questionnaire. A total of 8 responses were received.

### **Findings**

The responses received are as follows:

**1. Do you think the Compensation & Claims Policy is clear and easy to follow?**

100% of respondents answered Yes.

**2. Do you think the wording in the Compensation & Claims Policy is easy to understand?**

100% of respondents answered Yes.

**3. Does the policy state how Thirteen assess liability claims?**

100% of respondents answered Yes.

**4. Are there any comments you would like to make about the Compensation & Claims Policy?**

**Customer comment:** A well written and easy to understand policy.

**Customer comment:** Good piece of work.

**Customer comment:** Another good document.

**Customer comment:** Well presented policy.

**Customer comment:** 4.10 may read better 'If the customer has any rent arrears or other debt the compensation payment will be used to offset this'. It reads at the moment as if all customers owe the company money.

**Manager response:** this section does state a "customer may have" I think this says the same thing in a different order?

**Customer comment:** 4.11 If the company fails to keep an appointment and the customer then has to make another appointment and it costs the customer due to loss of pay twice, I think the customer should be compensated in some way.

**Manager response:** compensation will be paid in accordance with the matrix for the level of inconvenience as a result of Thirteen's actions or lack of action, we will not be liable for the actual salary.

### **Conclusion:**

The customers feedback was well received. All of the customers found the policy clear and easy to read. A couple of comments were made by the customers to which a response has been received from the Head of Governance and Compliance.

### **Actions:**

No amendments needed to Policy following consultation with customers. Policy to be send to Board for final approval.

### **Declaration:**

I agree that the Customer Consultation was carried out and the results have been agreed as above.

<b>Signed (Chair)</b>	Name	...J.A.L. SCOLLEN.....
	Signature	...V. Scollen.....
<b>Date</b>	16/02/2021	