

Customer Engagement Policy Consultation Report

Introduction

Policy Review – Unacceptable Behaviour Policy

The current Unacceptable Behaviour 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 Unacceptable Behaviour Policy is clear and easy to follow?

100% of respondents answered Yes.

2. Do you think the wording in the Unacceptable Behaviour Policy is easy to understand?

88% of respondents answered Yes.

12% of respondents answered No.

Customer comment: not clear to what will happen if breaking rules.

Manager response:

3. Does the policy give examples of what is classed as Unacceptable Behaviour?

100% of respondents answered Yes.

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

Customer comment: The policy is well written and easy to follow.

Customer comment: Well written.

Customer comment: Well written document.

Customer comment: A good policy very clear to understand and no jargon.

Customer comment: Make it more enforceable.

Customer comment: Nothing is mentioned about unreasonable behaviour by staff.

Manager response: this would be responded to through the Complaints and Feedback process and disciplinary/capability procedures.

Customer comment: Nothing is mentioned about damage to the property by a customer, which I feel constitutes unreasonable behaviour.

Manager response: that would be an tenancy management issue enforceable with the Tenancy Agreement

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 sent to Board for final approval.

Declaration:

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

Signed (Chair)	Name	...J.A.L. SCOLLEN.....
	SignatureV. Scollen.....
Date	16/02/2021	