

Present:

Dennis Powell, Maureen Ward, Rachel Renshaw

Dennis was happy with the document which Maureen ran through in detail.

Other feedback via email:

Customer Voice Strategy Action Plan Q4

- No. 8, page 3 Spelling: commitment
- Customer information, No. 3, page 6
How will importance of clear and timely communication be actioned?
- Customer Voice Framework (No. 10, p4)
Consider revising definition in glossary.

This is a new internal document setting out procedures for how we engage with tenants in a consistent way. The Customer Voice Team facilitates all consultation, but all Heads of Service and Assistant Directors offer their expertise to lead and ensure information is provided in a timely manner to customers. This helps to embed customer voice right across the organisation.

I don't clearly understand the term 'customer voice framework'.

- Perhaps easily understood, does mystery shopping need to be defined in the glossary or not?
- Organisational Chart
It's probably only something I would be interested in. There is an engagement guide, but that will just cover the ways customers can get involved with the many different groups. I'm thinking more about the groups /committees / panels / teams, what they do and who they report to or work for etc.
Are you aware of any chart?
- Where to find the information about area covered by the West Didsbury Tenants/Residents Group?