



## CUSTOMER FEEDBACK

### Purpose

Elim's Engagement, Involvement and Empowerment Policy emphasises our commitment to placing customers at the heart of everything we do. Gathering, listening to and acting on customer feedback is central to doing this. This procedure will explain how customers can provide feedback and how we will respond to this feedback, including complaints.

### Customer Feedback

Feedback will usually fall into one of three categories:

- **Complaint**

An expression of dissatisfaction about the standard of delivery of a service provided by Elim, where the customer has a clear idea of how they would like the matter to be resolved.

- **Compliment**

A positive comment in relation to any aspect of our service delivery.

- **Suggestion**

Any suggestion as to how we might improve or add to our service delivery or communication.

## Complaints

Elim take all complaints seriously and will use them as opportunities to improve both our service delivery and our relationships with residents. In responding to complaints, we will commit to ensuring that:

- The resident has a named contact within Elim at all times.
- The person handling the complaint has access to all information necessary for investigation and response.
- An appropriate level of resource is allocated to resolve the complaint.
- The resident will know what action to take if they are not satisfied with the outcome at any stage of the complaint.
- Consulting with and feeding back to the resident in relation to any changes made to our services as a result of their complaint.

Please contact us if you would like a copy of our complaints procedure.

## Customer satisfaction

While we welcome feedback from residents at any time, there are particular occasions where we will proactively get in touch with you to ask how satisfied you are with our services:

- At least once every two years we will ask you to complete a Resident Survey. This will ask for your feelings about a wide range of things, from the home you live in to the staff that you speak to. It helps us to benchmark our performance against other Housing Associations and provides clear direction for the development of our services.
- If you have had a repair or maintenance job done, we may get in touch with you to ask whether you were happy with the service you received. This information helps us to improve our repairs and maintenance service and is used in helping us to decide which companies we ask to do this work for us.
- If you live in one of our Support Services, after three months we will ask you to complete a questionnaire asking you about the environment you live in and the support service you receive.

## What do we do with your feedback?

All feedback we receive is important in helping us to develop and deliver our services and so we aim to record every piece of feedback we receive. This record of feedback is reviewed at managerial and Board level and used to inform the development of our services and communication. Even on occasions where a resident has not requested a specific response, we may try and contact them to discuss their views further. We learn the most through conversation with our residents.

Each year we will communicate with residents to let them know the impact that their feedback has had on our services.

# Contact Elim



Customers can provide feedback in a variety of ways:

## By Email

[info@elimhousing.co.uk](mailto:info@elimhousing.co.uk)

## By Post

Elim Housing  
Units 3 & 4 Pinkers Court  
Briarlands Office Park  
Gloucester Road  
Rudgeway  
Bristol BS35 3QH

## By Phone

01454 411172

## In Person

Appointments can be made in advance at our Head Office, we will aim to see you as quickly as possible. We can only guarantee that a member of staff will be free to see you if you have made an appointment in advance.