

# EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



## Policy name:

## Customer Experience Policy

### This policy was created to:

Make sure customers of Honeycomb Group receive consistent, respectful, and helpful service. It sets out what you can expect from us, how we will respond to your needs, and how we will learn from your feedback to improve what we do.

### What this policy covers

- What customer service means to us
- How to contact us and how we'll respond
- What we do when things go wrong
- How we work with contractors and other organisations
- How we ensure services are accessible for everyone
- How we handle unacceptable behaviour
- How we protect your data
- How we monitor and report on our service performance

### Our Goals

- Treat all customers fairly, respectfully, and promptly
- Communicate clearly and honestly
- Fix problems quickly and learn from them
- Offer multiple ways for customers to get in touch
- Make services easy to access for all
- Be accountable for how we perform and make improvements based on your feedback

### Key Terms

- **Customer Experience:** How you feel about the service you get from us.

- **Advocate:** A person (like a friend, family member, MP or advice agency) who can speak to us on your behalf.
- **Emergency Repair:** Urgent repairs (like a broken boiler or major leak) that we aim to fix within 24 hours.
- **Tenant Satisfaction Measures (TSMs):** The results we track and publish to show how well we're doing.

## Our Approach

- You can contact us by phone, email, post, website, social media or in person
- We will treat you with respect, respond quickly, and clearly explain what we can and can't do
- If we make a mistake, we will say sorry and make it right
- You can use an advocate if you prefer
- We offer an emergency repairs service outside of normal hours
- If your behaviour becomes abusive or threatening, we may restrict contact to keep our staff and services safe

## Legal Compliance

We follow all relevant laws and regulations, including:

- Equality Act 2010 (to prevent discrimination and make services fair for everyone)
- Regulator of Social Housing standards
- Housing Ombudsman Complaint Handling Code

## Performance Monitoring

- We check how well we meet service standards
- We publish performance updates and an annual report on our website and newsletters
- We collect and report Tenant Satisfaction Measures (TSMs) such as how happy you are with our service and how we handle complaints
- We invite customers to give feedback and get involved in helping us improve

## Data Protection

We protect your personal information under the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018. We only use, store, and share your data when needed, and always keep it secure and confidential.

## Review

This policy is reviewed every three years or sooner if there are changes in law or regulations.

**Date of Policy: July 2024**