



HONEYCOMB
GROUP

**Customer
Experience
Policy**

Customer Experience Policy

Who's this for?	Honeycomb Group
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Consultation with stakeholders – please list	Leadership Group; Customer Reading Group; Executive team, Customer Services Committee
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Review required	3 years from approval date
Owner	Executive Director of Operations
Approved by Executive Team	Executive Team June 2024
Approved by Customer Services Committee	Customer Services Committee July 2024

1. Introduction and purpose

We are committed to providing a consistently good level of service to all our customers.

We recognise that a positive customer experience arises from consistency of service, clarity, and transparency in the information we provide and decisions we take, and acting upon the commitments we make. We will always aim to learn from customer feedback.

Our customer experience policy sets out what customers can expect from us and how we will listen to our customers, so that their views, needs and expectations shape how our services are delivered. It also explains how we will be accountable to customers for the quality of our services we deliver. Our colleagues also need to provide good customer services to each other.

We will always take a “customer first” approach in the development of all service reviews and learning from service failures.

We will ensure that our approach to customer service complies with the requirements of the Regulator of Social Housing, the Housing Ombudsman and other legalities.

2. Customer service standards

We will deliver services in accordance with our values at Honeycomb Group. We are connected by a set of collective values, keeping us all working in the same direction. This means we will:

Treat you with respect:

- respond promptly to requests for service
- be polite and value you as a customer
- take time to listen to you to understand your needs and expectations
- be clear about what we can and cannot do
- be clear about when you can expect things to be done
- explain clearly when there is a problem
- protect your personal information

Get it right:

- endeavour to deal with your request the first time you contact us
- be respectful in your home and will wear correct identification
- say sorry if we make a mistake and put things right
- committed to learn from our mistakes

3. How and when we can be contacted

We can be contacted in the following ways:

- Email
- Telephone
- Text message
- Website
- Social media
- Post
- Our offices
- We will meet you in your home if you prefer

4. Emergencies and out of hours

We recognise that issues can occur at any time and customers may want or need to contact us outside of our core operating hours.

Outside of our core operating hours, we will ensure that the following services are available to customers:

- Emergency repairs service for all customers, including communal areas

Emergency repairs will be responded to within 24 hours *or sooner* if it relates to health and safety. We shall keep customers informed about any delays.

We are developing a new customer portal later in 2024/25.

5. Advocates

Our customers may contact us via an advocate. An advocate could be a friend, relative, or an advocacy service such as the Citizens Advice Bureau. Where contact is made via an advocate we will obtain the customer's written consent to discuss the matter with them. Where correspondence is received on behalf of a customer from a Councillor, MP, or Advocacy Service, consent will be assumed. An advocate can accompany or represent the customer throughout their interaction with us.

6. When things go wrong

We recognise that sometimes customers will be dissatisfied with our service and will want to make a complaint.

We will seek to resolve all complaints fairly, promptly and to the customer's satisfaction. We are committed to learning from complaints and ensure they are used to inform and carry out service improvements.

Full details can be found in our complaints policy.

7. Suppliers, contractors and other organisations that provide services on our behalf to customers

We will share our expectations of good customer service with contractors, suppliers and other organisations that provide services on our behalf and monitor the quality of their services, including through feedback from our customers.

The ability to deliver a good customer service to our customers will be an important consideration when we select new suppliers and contractors.

8. Restrictions

We may place restrictions on a customer's contact with us where their behaviour becomes unacceptable, impacts upon our ability to provide services to them or to serve other customers or they engage in abusive or threatening behaviour.

In these instances, we will explain the reason for our decision and how we propose to engage with the customer to address their concerns. We will ensure our decision takes account of the customer's needs and demonstrates regard for the provisions of the Equality Act 2010.

9. Diversity and inclusion

We will ensure that our approach to customer service is accessible to all customers. This means we will:

- Fulfil our legal duties under the Equality Act 2010 to advance equality of opportunity and prevent discrimination

- Adapt our approach and make reasonable adjustments to ensure a customer can access our services
- Ensure that all staff receive equality, diversity and inclusion training

10. Data protection

All personal data processed, stored, shared and when responding to the rights of data subjects will be carried out in accordance with current data protection legislation (UK GDPR and the Data Protection Act 2018).

11. Being accountable to customers for our performance

We will regularly publish information about our performance against our service standards, relevant policies and delivery of our strategies which impact on customers. This includes the Tenant Satisfaction Measures (TSMs) which the Regulator of Social Housing requires us to collect (including those below).

Information will be published on our website, newsletters, and other mechanisms as appropriate.

We will also provide opportunities for customers to engage with us and hold us to account for our performance. Details of our approach can be found in our Customer Engagement Policy.

Each year we will publish an annual report for customers which contains, as a minimum:

- complaints, including their number and nature and the outcome of the complaints
- wider learning and improvements arising from complaints
- our self-assessment against the Housing Ombudsman's complaints handling code

12. Review

This policy shall be reviewed every three years, and a review may be required earlier if there is a legislative or regulatory requirement or significant change.

July 2024