

WAVERLEY HOUSING CUSTOMER SERVICE STANDARDS

CONSULTATION

By introducing a standard process for consultation we will:

- Provide a consistent approach and structure to consultation
- Have documents to capture information in a structured way
- Have a process which allows quality control, evaluation and monitoring of our process
- Measure the effectiveness of consultation on our decisions
- Have a system which we can adapt/improve based on qualitative and quantitative feedback
- Demonstrate we are listening to all groups :
- Increase customer satisfaction due to regular reviews in policy and service delivery resulting in the real needs of the service users being met.
- Engage with real Community in understanding of, and support for the work of our organisation.
- Increase opportunities to demonstrate community involvement by encouraging joint consultations with partner organisations and other stakeholders such as private house owners.

This document is also available in other languages, large print, and audio format upon request.

(Russian)

Настоящий документ по отдельному запросу можно получить в переводе на другие языки, напечатанным крупным шрифтом или на аудиокассете.

(Polish)

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formacie audio.

(Czech)

Tento dokument je na vyžádání k dispozici také v jiných jazycích, ve velkém tištěném formátu a zvukovém formátu.

(Portuguese)

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

