

Excellent Customer Service

Excellent Customer Service is about making sure residents get the best experience from SCH.

If you believe in excellent customer service this could be for you.

Ways to get involved:

- **Performance and Value for Money Champion** – you can help monitor our performance information to identify where we are performing well and where improvements might be needed. This will include complaints and assessing value for money
- **Readers' Group and Editorial Team** – you can review our key communications methods such as the customers' newsletter, leaflets and documents. You can also help us review our online communications such as the SCH website and social media channels
- **Complaints Forum** – you can help us develop a way to make sure residents are included when we manage and monitor complaints

- **Join the SCH Conversation** – you can join us on our community walkabouts as part of the 'SCH Conversation'. The SCH Conversation is when our staff walk around our communities to engage with residents to gain their thoughts and feedback
- **Satisfaction Surveys** – you can complete satisfaction surveys about our Contact Centre to help us to improve

There will be opportunities to take part in activities such as coffee mornings, Task and Finish groups and reviewing and editing documents.



To register your interest please complete the sign-up sheet, visit our website www.solihullcommunityhousing.org.uk or email engagement@solihullcommunityhousing.org.uk