

Customer Voice

ASTER
GROUP

Customer Voice is at the heart of our service and we are committed to designing services based on our customers' priorities and feedback.

Our range of **Customer Voice involvement opportunities** are:

Customer and Community Network (CCN)

Made up of our customers, senior executive and non-executive directors, the CCN works collaboratively and has a central role to play in the key decisions we make. As part of the Governance structure, they bring the customer voice into our business at the highest level.

Customer Overview Group (COG)

A group of customers that reports to the CCN, their responsibilities include monitoring service delivery, customer satisfaction and approval of policies that affect customers.

Customer Scrutiny Panel (CSP)

A panel of customers that supports the CCN, they independently and objectively assess services and business processes from a customer perspective. Engagement is at the heart of their work.

Designated Complaints Panel (DCP)

The DCP is a group of customers that review complaints independently when a customer remains dissatisfied with the outcome of their complaint. The group make recommendations to improve service delivery where appropriate.

Independent Living group

A group of Independent Living customers, they provide an overview of customer priorities and focus on operational performance and the customer experience.

We also have on-line feedback forums for our Leaseholders, Shared Ownership and PFI customers.

We have a structured and targeted approach to consulting with our customers, using their chosen method and asking for feedback on subjects where they have expressed an interest.

Our **consultation groups** are:

- My home and neighbourhood
(includes ground maintenance, service charges and communication)
- My repairs and improvements
(includes environmental issues)
- Policy review
- Home ownership
(shared owners and leaseholders).

Our vision is to give our customers the opportunity to share their experiences and play a valuable role in shaping, influencing and improving our services. If you're interested in joining us, or to find out more, get in touch at **CustomerVoice@aster.co.uk**.

