

Customer Voice Vision:

To give
our Customers
the opportunity to
share their experiences
and play a valuable role in
shaping, influencing and
improving our services.

Involving our customers

- **Customers** will be involved in idea generation and innovation
- **Customers** are consulted on topics important to them
- **Customers** have access to training opportunities.

Supporting our colleagues

- **Customer Voice** is at the heart of decision making
- The **Customer Voice** team will support **Customer** consultation from start to finish.

How we'll do it

- Involvement opportunities will be advertised regularly on our website and **Customer** newsletters
- Use surveys and forums, one off focus groups, telephone surveys and quick polls
- Celebrate the impact of our **Customer Voice** work.

Share your
Customer Voice

