



Customer Experience Panel

What we do

The purpose of the panel is to provide opportunities for tenants and staff to discuss how we provide services and how we can improve and shape them to meet customers' needs.

What we expect from our members

Attend **four** meetings a year, each lasting about two hours.

- Example of projects the Customer Experience Panel has been involved in included: Monitoring of Customer Complaints and how they are managed
- Measure LHT's performance against Customer Service Standards
- Mystery Shopping projects which highlight positive areas of service
- Being involved in this panel ensures that tenants are at the heart of shaping the "customer experience"

"Being part of the panel lets me have a say in all kinds of different things, from who the automated voice is that first deals with the call, to the amount of time you should be waiting to have you call answered"

Peter Browne – Customer Experience Panel Member

More information

If you want more information, please contact us at LHTNorthResidentInvolvementTeam@symphonyhousing.org.uk or by phoning the Customer Service Centre on 0300 555 0131.

