

# Acis Customer Service Standards



## Resident involvement



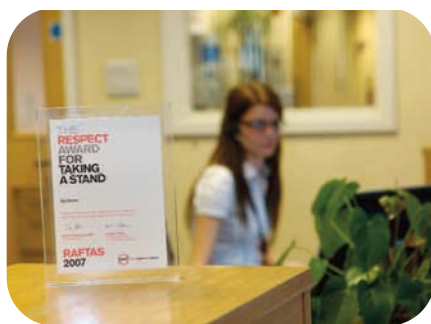
- Ensure that access to involvement activities is open and available to everyone.
- Where training, travel and childcare costs are involved, we will provide you with support for your involvement.
- Publish an annual Resident Involvement Statement to inform you of our priorities for the next year and the past year's outcomes.

## Customer feedback

- We will use all feedback to improve services to customers.
- We propose a resolution to your complaint in 10 working days and maintain a register.

## Marketing and communications

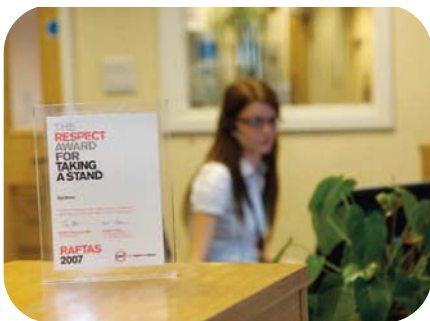
- Publish 'Home News', a quarterly newsletter to all tenants.



**"Better homes and better services for better lives"**



- Provide customers with an up to date website regarding Acis Group and our services.
- Provide an opportunity for customers to get involved with communications through our Communications Sub Group which meets quarterly.
- All documents that have had customer consultation will feature the 'customer approved' logo.



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