



Service Standard

Customer Involvement and Empowerment

Trident Group will ensure that you, our customers are at the heart of everything we do, working with us to shape our services and monitor our work.

To achieve this we will:

- ✔ Offer a wide range of opportunities for you to influence and be involved in, making these acceptable and accessible to all our customers
- ✔ Carry out regular surveys to find out your views and give you the opportunity to comment
- ✔ Promote the findings of our Customer Scrutiny Group and other relevant groups in our customer newsletters on our website and other social media platforms
- ✔ Actively support customer groups
- ✔ Encourage and support you to take part in a way that suits your circumstances and priorities
- ✔ Take active steps to find the issues that concern you and work with you to try and address these
- ✔ Consult you on proposed changes in policy and service provision through regular newsletters, surveys or meetings
- ✔ Listen to ideas, suggestion and comments that you have and if we cannot act on these we will explain why
- ✔ Offer and support a range of social inclusion events and opportunities of your choice to help you to improve the quality of life for Trident Group customers
- ✔ Provide you with updates about our performance and how we acted on your feedback through our newsletters and website

We would ask you to:

- ✘ Get involved as much or as little as you can
- ✘ Help us find your views and issues that are important to you by returning any surveys or satisfaction forms
- ✘ Engage with us through various platforms made available to you

