Customer Feedback & Performance

Why it matters

Feedback from our customers is hugely important to Connexus. We actively seek it out, asking our customers if they want to participate in surveys from time to time. We also welcome our customers to become 'involved', which means taking part in important discussions about decisions the business needs to make that determine our future direction.

Getting your voice heard

Opportunities for customers to have their voice heard start right at the beginning of a Connexus tenancy when we offer all customers the chance to tell us about their moving in experience, covering everything from the service experienced to the home itself. If you are a customer, you might also hear from us if you've received repair or service, if you've had an upgrade like a new kitchen, or when you reach a tenancy anniversary.

Connexus works with **Acuity Research** to conduct customer surveys, who are an independent social and market research agency with a strong reputation for delivering high quality and high impact research. Acuity Research will call from **01588 676 296.** Calls from Acuity will only happen between **9am-8pm Monday to Friday and 11am-4pm on Saturdays.** Acuity Research may also ask to confirm your address, contact details and other personal information, but they will never refer to any financial information or other personal information. If you are ever unsure, or if you don't want to take part in a phone survey, you are under no obligation to do so and can end the call with Acuity at any time you wish, or you call our Customer Services Team on **03332 31 32 33** or email info@connexus-group.co.uk and request no contact.

Acuity Research go to great lengths to preserve your privacy and protect personal data used in conducting all research. For full details about Acuity Research's privacy policy please follow visit their website: **Acuity Research**

What happens to the feedback you provide

As part of our 'Triage' process, every week, Connexus teams review survey feedback and if customers have alerted us they are dissatisfied, we work with them towards resolutions.

Every three months, we review all the feedback sent through to us (surveys, compliments, informal and formal complaints). The findings are reported to our Senior Management Team so that we are all clear on the main themes and understand what is driving satisfaction and dissatisfaction, and what we need to do to improve.