

Flagship Kings' Forest, Flagship Peddars Way and Flagship Suffolk Heritage

Customer Involvement Statement

Our Promise and commitment to you

- Flagship is committed to involving its customers in all aspects of its services.
- We will develop and embed services based on our customer profile and customer preferences to determine service priorities.
- We strive to integrate our customers throughout the organisation.
- We will effectively use customer involvement to shape future services and products.
- We will produce an annual customer involvement action plan to achieve measurable outcomes for the customers we serve.
- We will produce and publish a Resident Involvement Impact Assessment annually.
- We will support and encourage the setting up of residents' groups where they represent the majority of residents in an area.
- We will support, encourage and work in partnership with the Umbrella Groups.
- We will encourage individual involvement such as email, phone and text panels, as well as mystery shopping.
- We will invite customers to become actively involved in managing their Association by standing for election as Customer Board Members on our Board of Management using the agreed protocol.

We aim to provide a service that:

- Is responsive to customers needs.
- Provides opportunities for participation.
- Provides opportunities for consultation.