
Armchair Panel Remit

Aim of the panel

To help improve and develop our services as well as challenge our performance.

Who is the armchair panel for?

- Ⓢ Customers who want to work with us to improve SYHA services for other SYHA customers and challenge and scrutinise our performance
- Ⓢ Customers who do not want to attend meetings or can not easily attend meetings at SYHA's head office
- Ⓢ Customers who are not already a member of another SYHA Customer panel

How we will ask you for your views

- Ⓢ We will contact you every two or three months and ask you to give feedback on a particular topic
- Ⓢ We normally contact you either by post or email (using the one you prefer)
- Ⓢ Occasionally we may contact you by text or phone to have a chat with you but we will only do this if you told us you would like to give feedback by text or over the phone.

What armchair panel members can expect from SYHA

We will:

- Ⓢ Listen to, value and respect your views
- Ⓢ Give you the information you need about SYHA so you can form a view and give us your opinions
- Ⓢ Give you feedback on what you said, and what we did, or didn't do with it
- Ⓢ If you let us know that you don't want to be part of the panel any more, remove you from the panel
- Ⓢ Send you an involvement focussed newsletter every 6 months

Armchair credits and exchanging them for High Street Vouchers

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- Ⓢ Each time you fully respond to a request to give feedback you will receive 1 armchair credit
 - Ⓢ Each year in December we will add up how many credits each of our armchair panel members have received in the previous year
 - Ⓢ If you have received a minimum of 4 armchair credits in the previous 12 months they will be converted in to a £10 High Street Voucher and this will be posted to you

What we expect from armchair panel members

- Ⓢ All we ask is that you to give us your views on a regular basis by responding to our mailings or emails.

How we will invite customers to join the armchair panel

We will recruit customers to become members of the armchair panel:

- Ⓢ Through advertisements in the keeping in touch newsletter
- Ⓢ By inviting members of our Count me in club to join
- Ⓢ Staff will actively encourage customers to become a armchair panel member if they express an interest in getting involved
- Ⓢ Information on the SYHA website inviting customers to contact us by email to join
- Ⓢ Posters in Reception and on scheme notice boards

