

Involving Customers

Help us to improve your service



We want to be a great organisation for our customers. We know from good experience the best way to provide the services and support our customers need is to get customers like you involved in shaping them.

We also know our customers lead busy lives, so we are committed to involving you in things that are of interest to you and in a way that suits you.

If you get involved we will:

- Be open and responsive to your views
- Give you real influence over how our services are delivered
- Ask you to hold us to account and question our decisions
- Let you know what difference your involvement makes
- Give you support and training to get involved if you need it

We want to reach out to all our customers and would really welcome your involvement. No matter how little time you have to offer your involvement will be valuable to us. There is a wide range of ways you can get involved, for example join our Count Me in Club, complete a short survey from time to time, be part of a discussion or focus group on a specific subject or join a customer panel.

As well as helping us continue to improve and be a great organisation for our customers, you may benefit personally from getting involved.

You can:

- Learn new skills
- Get access to training
- Get to know more about SYHA and the services we provide
- Have the opportunity to influence local and national policies
- Feel good about taking steps to improve things
- Make new friends

Interested?

If you would like more information on how you can get involved and help SYHA continue to improve and be a great organisation for our customers call us on **0114 2900 200** or email **involvingyou@syha.co.uk**

We have a strategy detailing how we will involve our customers.

You can view a copy of the strategy on SYHA's website at **www.syha.co.uk** call **0114 2900 200** and request a copy, email **involvingyou@syha.co.uk** or ask any member of staff.