

APPENDIX B

Questionnaire relating to Communication with Customers, Elected Members and Council Officers

East Herts Council is seeking to scrutinise the different mechanisms used by Registered Providers to engage with their customers, Elected Members and council officers. The purpose of this review is to:

- identify and share best practice
- identify and develop mechanisms to strengthen relationships between Registered Providers, Elected Members and council officers which support parties to work together to resolve customer issues
- raise awareness of Registered Providers existing communication and complaints channels to prevent unnecessary duplication or escalation
- assist Registered Providers to continually improve their customer service mechanisms and evidence the Regulator of Social Housing requirements in this area.

The first stage of this review is to seek information about current processes and practice from all Registered Providers operating in East Herts, which can be accessed [here \(link to be included\)](#)

We would appreciate your help in providing the information requested. Following receipt of information, a task and finish group will be established to develop recommendations for Overview and Scrutiny Committee which is an important part of the local democratic process representing the interests of residents. More information about Overview and Scrutiny can be found at [Scrutiny | East Herts District Council](#)

Please complete this by Friday 24 October 2025

Thank you in advance for taking the time to provide your feedback.

We are aiming to analyse feedback by 7 November 2025 with task and finish groups being arranged during November and December 2025.

If you have any questions about this survey, please contact Katherine.gilcreest@eastherts.gov.uk

Survey Questions

1. Name of Registered Provider

2.	Name of person completing survey
3.	Contact details for person completing survey
4.	Please provide details of how your customers report complaints and comments, including links and telephone numbers
5.	Does your organisation currently compile details of preferred contact methods for your customers? How is this information used?
6.	What arrangements do you have for customers who are digitally excluded or have other vulnerabilities making communication more difficult? This could include arrangements such as, local office provision, advice surgeries, proactive visits or other initiatives
7.	Please provide details of your escalation process for complaints, including details of stages and response targets for each
8.	Is your complaints process published and if so, can you provide a link to this?
9.	Do you currently publish information from complaints and compliments and any service changes that have resulted from these?
10.	How do you currently deal with enquiries from Elected Members? Do you have a dedicated communication channel?
11.	Please provide details of your escalation process for enquiries from Elected Members, including details of any stages and response targets for each
12.	Would you be willing to provide a dedicated communication channel for East Herts Council's elected members?
13.	If you do not currently have a dedicated communication channel for Elected Members and believe this could be helpful to your organisation, have you any suggestions about how this could work and the timescales you would propose?
14.	How do you currently deal with enquiries from officers from the council? Do you have a dedicated channel for these enquiries?
15.	If you do not have a dedicated communication channel currently for officers of the council? Do you think this could be beneficial?
16.	Have you any best practice examples of communication with customers, Elected Members or the council which you would like to share which could be useful to other providers?
17.	Would your organisation be willing to provide more information to a task and finish group focused on improving communication? This could include providing more information in terms of your responses and/or attending a meeting to provide your views
18.	If your organisation would like to be involved in further work, who would be the contact for this?