



We hear you

## Adjusting our services to customers' needs

In some complaints, you told us that we could have considered your vulnerability and provided a different service. You asked us to improve how we handle this for all our customers. **We listened to this feedback.**

### You said...



- We did not consider your vulnerability in all services provided to you.
- We did not record well enough if you had a vulnerability or disability.

### We found...



- We could record vulnerability information more often.
- We should have some additional guidance for our staff so they know how to adjust service for vulnerable customers.
- We could improve staff understanding of customers' vulnerability and disabilities.

### To improve this we will...



- Ask customers if they have a vulnerability or disability, and record this more frequently.
- Give our staff training on how to adjust service for vulnerable customers.
- Create a policy for Reasonable Adjustment and processes that takes vulnerability and disability into account.
- Improve Citizen staff's access to customers' vulnerability information.

We monitor the actions we take to improve our customers' experience and will share updates with you as they become available.