

Resident, Customer and Stakeholder Feedback Collection, Insight and Evaluation Framework

1. Feedback Collection Overview

- Project / Engagement Title
- Purpose of Feedback Collection
- Lead Organisation
- Lead Officer
- Date of Collection
- Location / Platform
- Method of Collection
- Version Control and Review Date

2. Purpose of Feedback Collection

- Measure customer satisfaction
- Understand resident experience
- Capture customer insight
- Identify service improvements
- Support co-design activity
- Evidence customer influence
- Strengthen accountability and transparency
- Support governance and reporting

3. Strategic and Regulatory Alignment

- Tenant Satisfaction Measures (TSMs)
- Transparency, Influence and Accountability Standard
- Housing Ombudsman Complaint Handling Code
- Consumer Standards
- Equality, Diversity and Inclusion Standards
- Customer Experience Strategies
- Corporate Plan Objectives



4. Respondent Information Section

Information Field	Response
Full Name (Optional)	
Postcode	
Email Address (Optional)	
Telephone Number (Optional)	
Age Group	
Tenure Type	
Resident Group / Community Group	
Accessibility Requirements	
Preferred Communication Method	

5. Equality, Diversity and Inclusion Monitoring

- Young people
- Older residents
- Disabled customers
- Digitally excluded customers
- Ethnically diverse communities
- Accessibility adjustments required
- Translation requirements
- Underrepresented voices

6. Customer Satisfaction Questions

- Overall satisfaction
- Ease of participation
- Clarity of information
- Confidence to contribute
- Feeling listened to
- Trust in the organisation
- Likelihood to participate again
- Likelihood to recommend involvement

7. Structured Feedback Questions

Question	Response Options	Comments / Insight
How satisfied were you overall?	Very Positive / Positive / Neutral / Negative / Very Negative	
How well did you feel listened to?	Very Positive / Positive / Neutral / Negative / Very Negative	
Was the information clear and understandable?	Very Positive / Positive / Neutral / Negative / Very Negative	
Did you feel able to participate meaningfully?	Very Positive / Positive / Neutral / Negative / Very Negative	
Would you participate again in future?	Very Positive / Positive / Neutral / Negative / Very Negative	

8. Rating Scale Assessment

Area	1	2	3	4	5	Comments
Communication						
Accessibility						
Organisation						
Quality of Information						
Facilitation						
Resident Influence						
Overall Experience						

9. Open Feedback and Resident Insight

- What worked well
- What could be improved
- Additional comments
- Concerns raised
- Ideas and suggestions
- Service improvement recommendations



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10. Compliments, Concerns and Complaints Identification

- Compliments received
- Service concerns raised
- Complaints themes identified
- Urgent issues requiring escalation
- Safeguarding concerns identified

11. Customer Influence and Accountability Tracking

- What customers said
- Actions agreed
- Changes implemented
- Timescales for action
- Feedback provided back to customers
- Evidence of customer influence

12. Data Analysis and Insight Monitoring

- Quantitative analysis
- Qualitative analysis
- Sentiment trends
- Recurring themes
- Participation levels
- Representation analysis

13. Equality and Representation Analysis

- Participation by demographic group
- Underrepresented voices captured
- Accessibility adjustments provided
- Equality impact considerations
- Community representation gaps



17. Good Practice Principles

Feedback collection should be inclusive, accessible, transparent and meaningful. Organisations should ensure customers understand why feedback is being collected, how it will be used and what difference their involvement will make. Feedback should not only be collected but actively analysed, acted upon and communicated back through clear accountability and 'You Said, We Did' reporting.

