

Client forum

Highlights from the Client forum

Last meeting: 27 July 2022

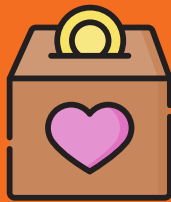
Welcome to the Client forum update

Adele extended warm thanks to Jane Bolton for her contribution over many years. Jane said that she has really enjoyed her time at Transform and will continue to be involved with the charity in the future. Adele also thanked Sara for her input as – Sara will be leaving Transform at the end of August.

Key topics from the last meeting

New Fundraising policy

Outlines how Transform approaches fundraising, in compliance with the Fundraising Code of Practise.



This policy covers all fundraising activity by Transform permanent staff, volunteers and third-party fundraisers.

Complaints reporting 2021/22

- There has been an increase in complaints since Transform updated its Complaints policy.
- Most complaints were made about maintenance or property issues with a decrease in complaints around noise and against individuals.
- Most complaints were resolved at stage 1.



Our local offer

Transforms local offers are agreed standards of services that have been developed with our clients and staff. And this enables us to measure how well we are doing and to report back to you on progress.



Training module updates

The training modules for Hoarding, Domestic Abuse, Starting and Maintaining a Tenancy and Food Waste have been completed and will be put on our website.



Next meeting:
Wednesday 21 September
at 2pm

These meetings are held at Bradmere House in Leatherhead and on Teams – a staff member will be able to support you to attend this.