

## Customer Sounding Board

Our Customer Sounding Board is made up of a growing number of customers who want to have their say on our services and how we deliver them. Customers who have signed up are given regular opportunities to influence decisions which could affect them for example, by taking part in consultation events, short online surveys, quick polls and small focus groups.

We ask our Customer Sounding Board questions about key customer-facing policies, for feedback on the information we provide to customers and how we do this, as well as sharing key performance information.

Sounding Board members choose when and how they participate and how much time they give, why not try it and see what difference you could make?

Riverside Scotland wants to meet the aims and commitments set out in its Equality & Diversity policy. This includes ensuring our register of Involved Customers remains inclusive and reflects our communities. We aim to provide a richer, more diverse experience for all our members along with a better chance of achieving equality and diversity. We monitor applicant diversity to ensure that we work within the scope of the Equality Act 2010.

All new customer who sign up to our Sounding Board will receive an ED&I form to complete. Completion of this form is voluntary, anonymous, and completely confidential. It will be stored, used, and disposed of in line with the provisions of the General Data Protection Regulations and will not be forwarded to any third party. It will be used for monitoring purposes only.

To find out more, or sign up, please use our online enrolment form or get in touch with us at [involvement@riversidescotland.org.uk](mailto:involvement@riversidescotland.org.uk) or call our Customer & Community Engagement Officer on 07970 348 724