



## Complaint Monitoring Panel

### TERMS OF REFERENCE

#### 1.0 PURPOSE

1.1 The purpose of the complaint monitoring panel is to drive change across the business and raise standards for tenants and customers who use the complaint service. The panel will achieve this by undertaking quality checks on all aspects of complaint handling and performance, analysing and understanding themes for complaints and spotlighting areas for further scrutiny.

#### 1.2 The Scope of the panel and members role will involve:

- To have an overview of monthly complaint performance and challenge emerging themes and performance
- Identifying trends in complaint performance and tenant/customer satisfaction
- Reality checking a sample of complaints where we have emerging themes or service areas.
- To consider complaint processes against complaint handling procedures.
- To have an overview of complaint learning outcomes to give a tenant perspective of the changes required with a view to monitor that change has been embedded across the organisation.
- To contribute to the Housing Ombudsman Complaint Handling Code Self-assessment annually.
- Identifying areas for Mystery Shop exercises and involve Tenant Inspectors (when required)
- To feed into the Housing Ombudsman Tenant Panel work through the Ongo Representative
- To provide a tenants perspective on decision making when required
- Ensuring equality and diversity considerations are paramount when taking into account all the aspects of complaint handling
- Reporting the findings back into the organisation, including sharing findings with Community Voice
- Reporting any findings back that are relevant to other groups or panels, e.g. Property Services Panel
- Influencing future Resident Scrutiny Panel reviews for a particular service area (when required)
- To participate in complaint and resolution training when required.
- To remain impartial and be able to balance the needs of the tenant and Ongo accordingly.

#### 1.2 Not Part of the Role / Out of Scope

- Complaints not relating to Ongo
- Championing individual customer / tenant complaints
- Personal complaints, enquiries or service requests
- Not to provide performance management to individual staff or teams. It is not a decision making role for live complaints

## **2.0 MEMBERSHIP**

2.1 Membership of the panel will be made up of:

- Lead Officer – Becky Johns (Customer Experience Manager)
- Deputy Lead Officer - Helen Hodgkinson (Customer Experience Team Leader)
- Customer Resolution Officers - Clint Lear and Alan Dudhill
- Customer Relations representative - Property and Maintenance Services
- A maximum of 8 tenant representatives

## **3.0 RECRUITMENT**

- An application and informal interview process will be carried out to ensure people with the necessary skills are recruited to the panel
- Recruitment will take place when a vacancy arises
- The membership of the panel will be reviewed annually
- The Terms of Reference will be reviewed annually to ensure it remains “fit for purpose”

## **4.0 FREQUENCY OF MEETINGS**

- Meetings will be facilitated by the Lead or Deputy Lead Officer
- Meetings will usually be held on a bi-monthly basis
- A schedule of meeting dates will be provided to all members
- Meetings will be arranged taking into account the most suitable method at the appropriate time, e.g. face to face, virtual or a combination of both.
- There may be occasions when there is not enough business on an agenda to warrant a meeting but enough for participatory consultation. This will be conducted electronically via email
- All relevant paperwork will be provided in the members preferred format and sent at least a week in advance of the meeting taking place.

## **5.0 MANAGEMENT AND CO-ORDINATION OF MEETINGS**

- The Lead / Deputy Lead Officer will guide the direction and the work of the panel and plan meetings. The Lead / Deputy Lead Officer will also chair meetings.
- Agendas, minutes and any relevant paperwork will be provided for the meetings and distributed to all members.

## **6.0 CODE OF CONDUCT**

- Members must conduct themselves at all times in accordance with the Ongo Homes Volunteers Code of Conduct
- Members must work together as part of a team and respect each other and their opinions
- Members to remain impartial and be able to balance the best interests of the tenant/customer and Ongo where required
- Members must declare any conflict of interest to the Chair
- Members must submit apologies to the Customer Engagement Team when they are unable to attend scheduled meetings
- Members absent for more than three meetings may lose their place on the panel

Proposed changes made at the meeting on 24 May 2021

Adopted at meeting on (date): 12 August 2021