

## TERMS OF REFERENCE OF THE 'COMPLAINTS REVIEW PANEL'

### NAME:

- a. The name of the group shall be 'Complaints Review Panel'

### AIMS OF THE PANEL:


- a) The aim of the panel shall be to review information related to the complaints South Essex Homes (SEH) receive. (Specific details of the complaints will not be available, due to data protection regulations) but more detail of a specific complaints issue may be requested by the panel, so the panel understands the complaint in more depth. The panel may ask for a member of the complaints team to attend their meeting to answer any questions they may have, giving 14 days' notice of their requirements.
- b) To discuss ways that complaints could help to be reduced.
- c) To advise the SEH complaints team on any suggestions that may help reduce complaints.
- d) To review how lessons learnt are implemented.
- e) To advise the complaints team on the SEH Complaints Policy & Procedure when it is due for review.
- f) To discuss any information from the SEH complaints team that they ask the panel to discuss and report on.

### MEMBERSHIP IS OPEN TO ALL RESIDENTS/TENANTS:

- a) Membership will be six (6) residents and one (1) board member as appointed by the board.
- b) Membership term will be for a period of two (2) years.
- c) When the term expires the position will be advertised and opened to all qualifying resident/tenants. In the case of existing members wanting to stay on the panel their application will automatically be short listed, as long as they have not already completed six (6) years of continuous service on the panel, in which case they would not be eligible to reapply.
- d) The date the panel shall next meet will be agreed at each meeting.
- e) If a panel member resigns before their term ends, then the position will be advertised by the Resident Engagement Team of SEH.
- f) If a member misses two (2) meetings in a 12-month period they shall be deemed as resigned from the panel and a replacement shall be sort as 'e' above.
- g) Members should conduct themselves in accordance with the code of conduct.
- h) Details or Identity of members of the Complaints Review Panel **shall not** be disclosed or published that may identify them outside of the organisations of SEH/SCC, in case of Reprisal, Harassment or Coercion. Communication between panel members and members of staff unless invited to the panel meeting, will be through the Resident Board Member Responsible for Complaints appointed by the board of SEH.

### MANAGEMENT:

- a) The chair and minute taker shall be the appointed 'Resident Board Member Responsible for Complaints' appointed from the board of directors.
- b) A proper record of all meetings shall be kept by the chair/minute taker and distributed to members for their approval, then distributed to SEH officers, the EMT and the board of directors as requested.
- c) Members may be required to attend training for the purpose of the role, all expenses for training will be covered by SEH.

Signed by:   
RBMRC -----

Print name: Keith Ducker: Date: 16/10/2024  
-----

## **Code of Conduct:**

1. Members are expected to conduct themselves in an orderly fashion, always respecting other members, both in meetings and on the premises.
2. Members should be aware of the confidential and sensitive nature of information that they may be given or may be told to them by other members or SEH officers .
3. Offensive, disruptive, threatening or abusive behaviour and language including racist, sexist, disabled or homophobic inflammatory remarks shall not be permitted and will constitute a breach of reasonable behaviour.
4. Members will be aware of the equal opportunities policies of South Essex Homes and will at no time act in a manner which is intentionally contrary to the spirit of these policies.
5. In their roles as members, members should not act in a manner that might bring the panel into disrepute including high levels of rent arrears or be a perpetrator of anti-social behaviour.
6. Members wishing to speak should indicate to the Chair, and then wait to be called upon to speak. All speakers should address the Chair. The Chair's role is to make certain everyone has the opportunity to speak. Members should be careful not to dominate the discussion.
7. Speakers should stick to the subject matter in hand and not stray from the point.
9. Only one person shall speak at a time and there should not be any private debates within the meeting.
10. Any breach of reasonable behaviour will result in a vote of no confidence being called against the offending member and the member will be asked to leave. The meeting will be stopped until that person has removed themselves from the meeting.

Oct 2024.

*Review of Document, October 2026*