

# **Complaint Task Force Terms of Reference (Housing)**

## **August 2022**

### **Aims and Purpose of the group**

- To review the complaints data for the housing service at least quarterly.
- Monitor complaint figures, including numbers of complaints received, response times, trend analysis and learn lessons by housing service area.
- Agree and monitor preventive actions identified either by complaint handlers or the group.
- Gain a tenant perspective on trends identified and actions agreed to sense check and allow tenants to hold us to account on complaint performance.
- To be pro-active in our learning by reviewing complaint lessons across the sector via information published by the Ombudsman and/or Regulator for Social Housing

### **Meetings**

Meeting to be held quarterly for 1.5 hours. It is the responsibility of the named attendees to ensure attendance or in cases of absence nominate a deputy to attend on their behalf.

### **Membership**

At least 1x Tenant Representative

Tenant Engagement Coordinator & Business Support Officer (Note Taker and action monitor)

Housing Transformation Manager

Customer Liaison Officer

Customer Operations Assistant Manager

1x Building Services representative (or deputy)

1x Tenancy Services representative (or deputy)

1x Housing Needs & Standards representative (or deputy)

Guests as required or requested

### **Standing Agenda**

1. Welcome & Introductions (*as required*)
2. Actions from last Meeting – (*Tenant Engagement Coordinator*)
3. Review of last quarters figures by service area – (*Customer Liaison Officer*)
  - Complaint numbers by service area
  - Complaint Response times by service area
  - Number of preventative actions identified by complaint handlers
4. Review of last quarters trends/identified preventive actions and successes – (*Customer Liaison Officer/All*)
5. Agree and capture actions based on trends and lessons learned (*All*)
6. Review of Ombudsman or Regulators Lessons from last quarter – (*Customer Operations Assistant Manager/Housing Transformation Manager*)
7. Any other Business

## **Accountability**

All group members are accountable for all actions assigned to them at the meeting and must ensure that action updates are reported back to the group by the agreed timeframe.

An annual report will be written by the Housing Transformation Manager which will summarise the group's activities throughout the last 12 months, highlighting the actions agreed and completed, a summary of the appropriate figures year on year for comparative purposes.

The report will be shared with, Housing Management Team, Senior Leadership Team and our tenants for their scrutiny and consideration.

The group will also conduct an annual review focussed on the continued relevance and value of the group, the results of which will be included in the annual report.