

# Complaints and Feedback group

## Terms of Reference

These Terms of Reference identify and formalise the role and responsibilities of the Complaints and Feedback Group.

### 1. Purpose of Complaints and Feedback Group

- Support ForHousing to improve tenant influence, oversight and accountability
- Provide assurance to the Customer Committee, tenants and ForHousing Board that ForHousing are handling complaints effectively
- Identify themes and trends in complaints and provide assurance to the Customer Committee, tenants and ForHousing Board that ForHousing are learning from complaints
- Provide assurance that actions and outcomes from learning are delivered through effective governance
- Link in with the repairs SEG to ensure feedback and communication

- **Membership and Roles**

<p><b>Members</b></p>	<p>There will be a group of members with a maximum of 8 and a minimum of 6 members. Members will be tenants or leaseholders of ForHousing.</p> <p>There will be an open recruitment event every 3 years if needed. Members can also be recruited through identifying interested tenants who have been involved in the complaints process</p> <p>There is no maximum term.</p> <p>All members will agree to participate in an annual check-in with the ForHousing Tenant Involvement Partner.</p> <p>The members are responsible for:</p> <ul style="list-style-type: none"> <li>• Using the complaints dashboard to identify trends</li> <li>• Feedback to Customer Committee, Scrutiny and into the wider insight feedback process when in place.</li> <li>• Linking in with the Repairs and Maintenance Customer Review Panel to feedback on trends and seek assurance on action</li> <li>• If the Ombudsman make a Maladministration ruling, the group to receive updates that action plans have been implemented and report back progress to the Customer Committee</li> <li>• Working with the Scrutiny Group, undertake deep dives into Ombudsman Maladministration findings (if it triggers a Scrutiny) and feedback recommendations to the Customer Committee</li> <li>• Undertake management information audits on an agreed</li> </ul>
-----------------------	--

	<p>sample of complaint responses at all stages to ensure consistency, transparency, and fairness (including complaints management, remedies and compensation).</p> <ul style="list-style-type: none"> <li>• Holding ForHousing to account on the delivery of actions to improve services as a response to complaints lessons learned</li> </ul> <p>The group will support consultation on any changes to the complaints policy/process and the Self-Assessment against the Ombudsman’s Complaints Handling Code.</p> <p>It is anticipated the time commitment for a member will be an average of 2 days per month but may be more if the programme requires it.</p>
--	---

## 2. Meetings

It is expected that the group will meet on a quarterly basis either in person or via video conference. These meetings will be set in advance at the start of the calendar year.

Quorum for core meetings shall be no less than half plus one of the membership.

Members agree to send apologies at least 24 hours in advance of a meeting if they are unable to attend unless circumstances mean this is not possible.

Members agree to attend a minimum of 75% of meetings.

All members agree to abide by the involved tenant code of conduct. If there are concerns about conduct this will be addressed via the ForHousing Tenant Involvement Partner.

## 3. Information available to the group

To support the work of the group ForHousing agree to do the following:

- Provide access to the dashboard, which has been established with key complaints information to support analysis and scrutiny of performance
- Provide detail of Ombudsman rulings and action plans
- Provide details of lessons learned and any associated action plans
- Provide samples of cases to support the Management Information audits

## 4. Reporting and Review of Effectiveness

The complaints and feedback group will provide the Customer Committee with a report on a quarterly basis to provide information and assurance on the following:

- That the key themes from complaints are being identified by the group (via dashboard)
- That service areas are engaged in learning and improvements
- That there is oversight of performance within the complaints service
- That there is a consistent and fair approach to managing complaints
- That Ombudsman action plans have been implemented
- That where needed, a scrutiny has been triggered to undertake a deep dive

Members will also feedback to the Repairs and Maintenance customer feedback panel regarding any themes arising in relation to repairs and maintenance and seek assurance that lessons learned are being identified and actioned.

Members will attend an annual away day with other involvement groups to strengthen relationships.

The Terms of Reference will be reviewed every two years.

## **5. Support from ForHousing**

ForHousing will support members to access external training relative to the role.

All members will be given access to 'Cornerstone', ForHousing's e-learning platform to support members to develop their skills and keep up to date with housing legislation and regulation as well as ForHousing Services.

Members will be awarded a voucher of £50 per year based on attendance at a minimum of 75% of meetings and completion of tasks assigned to them. This will be calculated and awarded in December each year.

Any other expenses, rewards, incentives and recognition will be in line with ForHousing's Rewards, Incentives and Recognition framework.

## **6. Equity, Diversity and Inclusion**

ForHousing aims to provide opportunities and services that challenge inequity, promote diversity and empower people and communities to improve their circumstances and fulfil their potential.

Equity, diversity and inclusion (EDI) is a guiding principle in everything we do, with everyone, treating each other with respect. This is required to ensure that no individual or group of people with shared characteristics is treated less favourably and that the benefits of diversity are realised.

The complaints and feedback group will take steps to ensure a broad range of representation in all activity.

Approved by	Date
Date of the next review	