

# Complaints Panel

## Role description



### Role title

Complaints Panel member

### The role of Panel members

To independently review and resolve complaints where the complainant is unhappy with the response they received from Newlon at stage one.

### Specific responsibilities

In addition to the general role above, all Panel members have the following responsibilities:

- To be able to commit the time, both to attend Panel meetings and read the summary of each complaint handled.
- To attend training.
- To declare any potential conflict of interest sufficiently in advance of Panel meetings.
- To adhere to Newlon's Equal Opportunities Policy.

### Skills and abilities

Panel members will be expected to have, or be willing to be trained to acquire the following skills and abilities:

- To be able to communicate clearly with a diverse range of people.
- To be able to work in a team.
- To be able to make objective decisions based on the facts and evidence of each complaint.
- To be analytical in applying Newlon's policies and procedures to each complaint.
- To be able to treat people fairly and follow fair process.

### The role of the Chair of the Panel

The role of Chair is rotated amongst Panel members. The Chair of the Panel has a key role to:

- Explain the remit of the Panel if the complainant attends.
- Make sure that the Panel keeps to time and to the complaint being discussed.
- Make the decision about the complaint if the Panel have been unable to reach a consensus.
- Approve the Panel's letter before sending to the complainant.
- Decide if paperwork submitted on the day of the Panel will be considered.

## **Training**

Newlon will provide training to introduce potential panel members to the work of the Complaints Panel. If they successfully pass this training they will be invited to join the panel. At this stage new panel members will have the opportunity to observe at a Complaints Panel meeting.

Panel members will be individually assessed to identify any further training that would help them in carrying out this role.

Newlon may arrange additional group training for the Panel.

## **Support**

Support for Panel members will be provided by:

- Newlon's Quality Officer - for all issues related to Panel cases.
- Newlon's Senior Resident Involvement Officer - for anything about training and claiming expenses.

## **Rewarding Panel members**

In recognition of the time involved, for each Panel meeting attended the Panel member will be rewarded by a voucher which is currently at the value of £50.

## **Claiming expenses**

Panel members may claim reasonable expenses for return travel on public transport. A receipt for the exact cost of travel must be produced to make a claim.