

Complaints Panel

Code of conduct



Introduction

This code of conduct sets the standards for how Panel members should behave towards each other, complainants and Newlon officers in carrying out the work of the Panel. Members and Newlon officers should all conduct themselves in a way that fosters mutual respect and trust.

Personal conduct

At all times, members are expected to:

- Work towards achieving the aims of the Panel.
- Always operate within the rules laid down by the Panel's Terms of Reference.
- Treat each other, complainants and Newlon officers with courtesy and respect at all times.
- Respect each others views, even if different.
- Conduct themselves in a way that does not discriminate on any grounds against any other member, complainant or Newlon officer. Discriminatory language will not be used in discussions. All those who attend meetings have the right to be treated with dignity and respect, regardless of their race, colour, ethnic or national origins, nationality, gender, marital status, age, sexuality, religion, or any other matter, which causes people to be treated with injustice.
- Not behave in any way that brings the Panel or resident involvement generally, into disrepute.

Conduct at meetings

Panel members are expected to:

- Arrive on time so that meetings can start on time
- Always co-operate with the Chair, to help them get through the business of the meeting.
- Listen carefully to what each other has to say - without interruption.
- Work positively together by supporting the collective views of the Panel - even if they personally disagree.
- Come prepared to meetings by reading all the paperwork before and bringing it along.
- Make sure their mobile phone is switched off or kept on silent.

Confidentiality

Panel members are expected to:

- Treat as confidential any information they receive that has not been made public.
- Respect the confidentiality of any personal information they receive about complainants.

Conflicts of interest

Panel members are expected to:

- Declare any conflict of interest that affects their ability to remain impartial in any complaint they handle. See the Terms of Reference for further guidance.
- Always use the agreed Newlon procedure for reporting repairs or making any other service request about their property.
- Never use their position to seek special treatment for themselves, their family, relatives or friends.
- Members may be affiliated to/or be members of a political party but they may not represent a political party in their role as a member of the Panel.

Expenses

Panel members are expected to:

- Only make claims for reasonable out of pocket expenses where they can produce a receipt for the exact amount.

Breaches of this code of conduct

All Panel members are expected to abide by this Code of Conduct. They will be responsible for their own conduct, where this is inappropriate and interferes with functioning of the Panel, Newlon will intervene to ensure the complainant has a fair Panel meeting.

Breaches of the Code at Panel meetings will be dealt by either:

- A warning
- A five minute time out
- For for a serious breach, the member can be excluded and the breach referred to Newlon. Panel membership can be withdrawn if a serious breach is proven.