

# Resident Complaints Panel

## Terms of Reference



<b>Purpose of the Panel</b>	<p>The purpose of the Resident Complaints Panel is to provide resident oversight of Southern Housing's approach to dealing with resident complaints. To deliver this purpose the panel will:</p> <ol style="list-style-type: none"> <li>1. Be consulted on complaints policies, strategies and procedures and help shape their development</li> <li>2. Monitor and scrutinise complaints performance</li> <li>3. Make recommendations on how the complaints service can be improved.</li> </ol>
<b>Number of members</b>	Up to 12 residents.
<b>Membership</b>	Eligibility is set out in the Resident Recruitment Policy.
<b>Quorum</b>	Four members.
<b>Observers</b>	Any resident observing the panel (for example to decide whether to apply for membership) must meet the same membership eligibility requirements as full panel members.
<b>Frequency of meetings</b>	The Resident Complaints Panel will meet quarterly.
<b>Meetings</b>	Meetings can be in person, remote (teleconference or video conference) or hybrid.
<b>Decisions</b>	<p>Decisions at meetings will be reached by consensus. Where consensus cannot be reached, a vote should be taken. If required, the Chair has the casting vote.</p> <p>When required, urgent decisions can be agreed by email / telephone between meetings.</p>
<b>Appointments</b>	<p>The Resident Complaints Panel will elect a Chair and Vice Chair every three years from amongst their membership.</p> <p>Every three years, every Resident Complaints Panel will elect one of their members to represent the panel on the Resident Strategy Group.</p> <p>The Chair, Vice Chair and Resident Strategy Group Representative can serve for up to six years. (E.g. two three year terms).</p>
<b>Reporting</b>	The Resident Complaints Panel will share key messages with the Resident Strategy Group, resident governance panels and wider residents as necessary.

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