

Resident involvement options

Housing complaints panel



housing complaints panel

If a complainant is not happy with the outcome of Croydon Council's complaints process, this panel can take an independent look at the case.

What is the housing complaints panel?

The housing complaints panel is made up of a group of council tenants and leaseholders whose key task is to review complaints about the housing service. The panel will only look at cases that have been through both stages of the council's formal complaints process but where the complainant is still not satisfied with the outcome.

The panel will also monitor customer satisfaction relating to complaints handling as well as initial contact and access to the housing service, in order to improve these service areas.

How does the housing complaints panel work?

The person making the complaint will contact the resident involvement team to ask that the panel looks at their case. Three panel members will be selected to take an independent look at the complaint to establish what has been done and check that the correct procedures have been followed.

As tenants or leaseholders, the panel can bring a customers' perspective and use their local knowledge to help resolve the complaint. Through negotiation with both the council and the complainant, the panel may suggest new ideas about how to resolve the complaint or decide that the matter should be referred to the Housing Ombudsman Service.

All members of the panel will also be invited to quarterly meetings, where they will monitor the councils' performance relating to complaints handling and check customer access to the housing service. Managers from relevant service areas will attend these meetings to discuss customer satisfaction information and work with panel members to improve these services.





Who can join the housing complaints panel?

Anyone over 18, who is a council tenant or leaseholder can apply to join the panel.

What's in it for me?

The main reason people join this panel is because they want to improve housing services for local people.

This is a voluntary role so you will not be paid. However, all expenses incurred in carrying out the role will be reimbursed.

As a housing complaints panel member, you will also develop and practice essential life and work skills:

- Volunteering in schemes like this, can help people to gain the skills, experience and confidence they need to improve their employment prospects, or help them get back into work.
- A 2009 survey commissioned by TimeBank through Reed Executive showed that 94% of employers believe that volunteering can add to a person's work skills.
- As a member of the housing complaints panel, you will learn how to work effectively as part of a small team.
- You will also need to work independently, so you will gain experience to help improve your organisational skills and learn how to meet deadlines.
- You will develop your communication skills, through meeting and speaking with lots of different people, getting involved in discussions and presenting information.
- You will meet other people who share similar goals and we are sure you will enjoy yourself!

Residents will be relying on the panel to review their complaint promptly and it is essential that members are committed to playing an active part in this new and challenging initiative

If you would like to join the housing complaints panel, you must:

- be a council tenant or leaseholder;
- be able to commit the time, both to attend meetings and read background information;
- be able to communicate clearly with a wide range of people;
- be able to understand and analyse reports and complex information;
- be able to work as part of a team but also able to work independently; and
- be committed to getting things done.



If you are interested in joining the housing complaints panel, please contact the resident involvement team on ☎ 020 8726 6100 or email ✉ housingcomplaints@croydon.gov.uk