

Complaints Panel Member

Every complaint is an opportunity to learn and improve.



As a Complaints Panel Member, you will help us understand whether tenants have been listened to, treated fairly and given clear responses when they raise concerns. Your experience as a tenant is what makes this role valuable. You do not need qualifications, specialist knowledge or previous experience. What matters most is your understanding of what good service looks and feels like. Your feedback will help us improve services, strengthen communication and make sure lessons are learned from tenant experiences.

How You Can Make a Difference

By reviewing complaints and sharing your views, you will help us:

- Understand where services can improve.
- Identify issues that may affect other tenants.
- Improve communication with tenants.
- Make services fairer and easier to use.
- Help ensure learning leads to real change.



Your feedback will be shared with housing teams and decision-makers. We will update panel members on actions taken and improvements made, so you can see how your involvement has influenced change.

How You Can Get Involved

You will review a small number of complaint cases on a particular topic and share your thoughts on how they were handled.

For example, we may ask you:

- Was the tenant listened to?
- Was the response clear and easy to understand?
- Was anything important missed?
- Could the issue have been handled better?
- What can we learn from this case?

You will work with other panel members to identify common themes and suggest practical improvements. The role is about helping services learn and improve, not assigning blame.



What You Will Not Be Expected to Do

You will not need to:

- Have expert knowledge of housing services or complaints.
- Investigate complaints yourself.
- Make legal or formal decisions.

Training, guidance and support will be provided throughout.

Time Commitment

The Panel usually meets once a month, with occasional additional meetings when needed.

You may spend some time reading information before meetings.

Most members spend a few hours each month on the role. Participation is flexible, and there is no expectation that everyone contributes in the same way.

Support Available

We want everyone to feel confident taking part.

You will receive:

- An introduction to the role.
- Training and guidance.
- Ongoing support from tenant engagement staff.
- Opportunities to ask questions.
- Reasonable adjustments if needed.
- A welcoming environment where your views are valued and respected.

Who Can Apply?

Any tenant can apply.

Every tenant's experience is different, and every perspective helps us improve services. You do not need qualifications, previous experience or knowledge of complaints processes. The most important thing you can bring is your experience as a tenant and a willingness to get involved. **If you want to help improve services for tenants, this role could be for you.**

