

Terms of reference for:

**BARNSLEY COUNCIL MEMBER RESPONSIBLE FOR
COMPLAINTS**

BERNESLAI HOMES COMPLAINT CHAMPION



BARNSLEY
Metropolitan Borough Council



berneslai
homes

**TERMS OF REFERENCE FOR
MEMBER RESPONSIBLE FOR COMPLAINTS**

1. Purpose

The statutory Complaint Handling Code requires landlords to have a Member Responsible for Complaints on their governing body.

The role is to:

- 1.1 Champion a positive complaint handling culture.
- 1.2 Provide assurance to the Housing Ombudsman on the efficacy of Berneslai Homes complaints system, including challenging the data and information provided by Berneslai Homes to BMBC.
- 1.3 Ensure complaint handling promotes service improvement for residents and learning and business improvement for Berneslai Homes and the Council.
- 1.4 Hear the voices and views of residents and translate this to the Cabinet, enabling cabinet to be fully aware of Berneslai Homes organisational culture in service delivery and how these correlates to experiences for our residents.

2. Duties & Responsibilities

2.1 Duties:

- a) To provide assurance to Cabinet that complaints are valued as an opportunity to learn, to give an early warning of ineffective processes, policies, or behaviours, to identify areas for improvement and to improve awareness and accessibility; and how this is happening across the organisation.
- b) To liaise with the Berneslai Homes Complaint Champion to discuss any risks emerging from complaints and any recommendations for improvement in service areas which may be relevant to BMBC Corporate Assurance's activities.
- c) To alert Cabinet of any concerns they have about the handling of complaints, the substantive issues giving rise to complaints, or the outcome of an individual complaint.

2.2 Individual responsibilities:

- a) Meet with Berneslai Homes Head of Customer Services and BMBC's Head of Strategic Housing before cabinet or full council to analyse the strategic complaint data being represented to. This will facilitate discussion around trends and emerging issues.
- b) Ensure that Council receives regular information on complaints that provides insight and learning on complaint handling performance.

	<p>c) To liaise as appropriate with Berneslai Homes Board Complaint Champion.</p> <p>d) Attend Complaints Review Meetings held with Tenant representatives, as required.</p> <p>e) Respect the confidentiality of information, including information about individual tenants.</p> <p>f) Celebrate exceptional customer service.</p> <p>2.3 Learning Responsibilities:</p> <p>a) To commission from the executive a self-assessment against Housing Ombudsman Spotlight reports and future good practice and facilitate a discussion with the Board and Council on how the organisation can learn and improve from its recommendations. This should include consideration of relevant policies and procedures.</p> <p>b) To require intelligence provided by the Housing Ombudsman is used to develop and improve services, gaining assurance that recommendations are actioned and, where necessary, reviewing policies, procedures and approaches to service delivery following Ombudsman reports.</p> <p>c) To encourage a culture of effective cross-organisational and cross-department learning where operational teams collaborate with each other to produce improved service delivery.</p> <p>d) To encourage a culture where senior management regularly review issues and trends arising from complaint handling with themes or trends being assessed and reported to the Board and Committee, which identify potential systemic issues, serious risks or policies and procedures that require revision. To gain assurance that where revision or change is required, this is followed through and change.</p>
<p>3. General Authority & Scope</p>	<p>3.1 The Member Responsible for Complaints will be agreed by Cabinet and will be the Portfolio Holder for Regeneration and Culture.</p>
<p>4. Review</p>	<p>4.1 The Terms of Reference will be reviewed annually.</p>



**TERMS OF REFERENCE FOR
BOARD COMPLAINT CHAMPION RESPONSIBLE FOR COMPLAINTS**

1. Purpose

The statutory Complaint Handling Code requires landlords to have a Member Responsible for Complaints on their governing body.

The role is to:

- 1.5 Champion a positive complaint handling culture.
- 1.6 Provide assurance to the Housing Ombudsman on the efficacy of its complaints system, including challenging the data and information provided to the Board.
- 1.7 Seek assurances from the complaints team and where appropriate the operational teams that complaints are being managed, change is happening and that residents are being heard through the process.
- 1.8 Ensure complaint handling promotes service improvement for residents and learning and business improvement for the organisation.
- 1.9 Act as the interface between the customer and the Customer Services Committee with regards to complaints.
- 1.10 Have responsibility for ensuring and overseeing the integrity, independence and effectiveness of Berneslai Homes' policies and procedures on dealing with complaints.
- 1.11 Support the implementation and maintenance of the Housing Ombudsman Complaint Handling code and associated regulatory changes facilitated by this code.
- 1.12 Hear the voices and views of our residents and translate this to the Board, enabling all Board members to be fully aware of organisational culture in service delivery and how this correlates to experiences for our residents.

2. Duties & Responsibilities

2.1 Duties:

- d) To promote a culture of openness and transparency where complaints made by residents are seen as form of insight into the how the organisation is managed. To provide assurance that systems are in place to capture learning from complaints and that Board and Committee are engaged with this. To ensure senior level ownership of learning and accountability stemming from complaints.
- e) To provide assurance to the Board and Committee, through engagement with operational teams, that complaints are valued as an opportunity to learn, to give an early warning of ineffective processes, policies, or behaviours, to identify areas for improvement and to improve awareness and accessibility; and how this is happening across the organisation.

- f) To engage with the chair of the Audit and Risk Committee to discuss any risks emerging from complaints and any recommendations for improvement in service areas which may be relevant to BMBC Corporate Assurance's activities.
- g) To engage in, oversee, and ratify the annual self-assessment against the Complaint Handling Code, providing assurance that an accurate self-assessment is produced and published each year. This may include engaging residents in the self-assessment exercise.
- h) To alert the Board and Committee of any concerns they have about the handling of complaints, the substantive issues giving rise to complaints, or the outcome of an individual complaint.
- i) To ensure the whole of Board understands its responsibilities to deliver a positive complaint handling culture and that complaints are given the status they deserve within the senior leadership's work.
- j) To review the communication through its complaints to ensure it is empathetic, effective, and appropriate.
- k) To gain assurance of the organisation's timely compliance with Housing Ombudsman evidence requirements and orders promoting an organisation wide culture that demonstrates the learning and the changes to services that are provided for residents.
- l) To promote a culture where every employee supports effective complaint handling, where complaint handlers have the authority and respect within the organisation to help put things right when they go wrong. This should also extend to use of contractors and other service providers. To have a visible presence that is organisation wide and has access to individual staff members to be able to 'test' that proactive complaint handling is embedded across all staff.
- m) To gain assurance following the self-assessment, that the customer services team has the resources available to fulfil its obligations.
- n) To receive regular updates on the volume, categories, and outcome of complaints, alongside complaint handling performance and take an inquisitorial approach when reviewing this information. The aim is to ensure that information presented to the Board, provides sufficient assurance of a well-managed and customer focused complaints handling culture.

2.2 Individual responsibilities:

- g) Meet with the Head of Customer Services two weeks before a Customer Services Committee to analyse the strategic complaint data being represented to the Committee. This will facilitate discussion around trends and emerging issues.
- h) Ensure that the Board receives regular information on complaints that provides insight and learning on complaint handling performance.
- i) To liaise as appropriate with the Council's Member Responsible for Complaints.
- j) Attend Complaints Review Meetings held with Tenant representatives.

	<p>k) Review complaints that go to the Ombudsman.</p> <p>l) Respect the confidentiality of information, including information about individual tenants.</p> <p>m) Celebrate exceptional customer service.</p> <p>2.3 Learning Responsibilities:</p> <p>e) To commission from the executive a self-assessment against Housing Ombudsman Spotlight reports and future good practice and facilitate a discussion with the Board on how the organisation can learn and improve from its recommendations. This should include consideration of relevant policies and procedures.</p> <p>f) To require intelligence provided by the Housing Ombudsman is used to develop and improve services, gaining assurance that recommendations are actioned and, where necessary, reviewing policies, procedures and approaches to service delivery following Ombudsman reports.</p> <p>g) To encourage a culture of effective cross-organisational and cross-department learning where operational teams collaborate with each other to produce improved service delivery.</p> <p>h) To encourage a culture where senior management regularly review issues and trends arising from complaint handling with themes or trends being assessed and reported to the Board and Committee, which identify potential systemic issues, serious risks or policies and procedures that require revision. To gain assurance that where revision or change is required, this is followed through and change.</p>
<p>3. General Authority & Scope</p>	<p>3.2 The Member Responsible for Complaints will be agreed by Board.</p> <p>3.3 They are appointed to the role for 3 years (renewable up to 6 years).</p>
<p>4. Review</p>	<p>4.2 The Board has approved these Terms of Reference.</p>