

Complaints Handling- Terms of Reference and Agenda Minutes

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01	Oct 2024	Defining TOR for complaint handling	Nov 24

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Complaint Handling Terms of Reference

1. Purpose:

- 1.1. The Complaint Handling Terms of Reference, accompanies the KCIC Complaints Policy and Internal Complaints Process.
- 1.2. This TOR defines key aspects of the responsibility whilst handling complaints under the Housing Ombudsman Complaint Handling Code 2024.
- 1.3. The Complaint Handling TOR does not replace the Complaint Policy, but accompanies the Policy and supports the formation of the Complaint Committee

2. Key Responsibilities:

- 2.1. Complaints Officer
 - 2.1.1. The Complaints Officer is a team of people assigned to take responsibility for complaint handling including liaison with the Housing Ombudsman
 - 2.1.2. This position may be in addition to other duties
 - 2.1.3. The Complaints Officer will have access to staff at all levels
 - 2.1.4. The Complaints Officer will have the authority and autonomy to act to resolve complaints and disputes fairly and in a timely manner
 - 2.1.5. The individuals assigned as Complaints Officer can be found in the Internal Complaint Handling Process

3. Complaint Handling Committee

- 3.1. The Complaint Handling Committee is formed of suitably senior staff alongside the Complaints Officer.
- 3.2. The committee meets biweekly to discuss ongoing complaints, ensuring a continuous culture of learning and ensuring the compliance to the Complaint Policy and the Housing Ombudsman Complaint Handling Code
- 3.3. The handling of complaints will not be delayed until they can be heard at committee. Complaint handling will continue under Section 10 of the Complaints Policy. The committee is to ensure that the MRC has an ongoing understanding of open complaints.

4. Remedies

- 4.1. When considering remedies for a complaint, any remedy offered must take into account what the tenant wants and is seeking and should show proportionality in response to the complaint.

5. Service Disruption and Delay

- 5.1. In the event of any significant service disruption or delay, the MRC will contact the Housing Ombudsman and provide a timescale for returning to compliance with the code.
- 5.2. Information will be provided to residents who may be affected by any service disruption or delay
- 5.3. The Keystage C.I.C website will be updated to reflect service disruption or delay and a timescale for returning to compliance with the code



Agenda

Agenda Item Number	Item Overview	Agenda Type
1	Current Open Complaints	
	Total Open Complaints	
	Complex Complaints	
	Stage 1 Complaints	
	Stage 2 Complaints	
2	Recent Complaint Closures	
	Closures at stage 1	
	Closures at stage 2	
3	New Complaints	
4	Remedies	
	Consideration of recent remedies offered	
5	Housing Ombudsman	
	Complaints currently open to the Housing Ombudsman	
	New complaints raised to the Housing Ombudsman	
	Advice from Housing Ombudsman	
6	Learnings	
	Learnings from recent complaints	
	Action plan from learnings	
7	Any Other Business	



Minutes

- 1) Current open complaints
 - a)
 - b)
 - c)
- 2) Recent Complaint Closures
 - a)
 - b)
 - c)
- 3) New Complaints
 - a)
 - b)
 - c)
- 4) Remedies
 - a)
 - b)
 - c)
- 5) Housing Ombudsman
 - a)
 - b)
 - c)
- 6) Learnings
 - a)
 - b)
 - c)
- 7) AOB

