

# Purpose of the Complaints Handling Assessment Team (CHAT)



**CHAT will work with Orwells customer services to help us monitor our complaints processes.**

## What is the remit of CHAT?

The remit of CHAT is to:

- Support identifying trends in complaints and monitoring the outcomes of complaints.
- Ensure adherence to Housing Ombudsman Complaints Handling Code.

## Who can be a member of the CHAT?

All customers of Orwell Housing can join CHAT.

Customers will not be able to join or continue as a CHAT member if they seriously breach the code of conduct.

## What support will Orwell give?

- In house training will provided by Orwell's Head of Customer Service.
- E Learning from Housing Ombudsman.
- Ongoing support and coordination from the Customer Engagement Team.
- Members of this group can be supported to form a complaint hearing panel.



## What is the Code of Conduct?

Orwell will provide CHAT members with a Code of Conduct that they need to adhere to. This Code of Conduct also covers confidentiality and applies to customers involved in any of Orwell's involvement activities, not only CHAT activity.

Members are required to sign an agreement regarding confidentiality.

## Will there be lots of Meetings?

CHAT will meet quarterly to monitor complaints, identify trends, check response times and scrutinise outcomes.

There will be an annual meeting to consider Orwell's learning from complaints, the result of this will be a co-created report for the Annual Report to Tenants.

If CHAT decide that they wish to form a complaint hearing panel they may be called upon at a customer's request to hear their complaint.

## What skills do CHAT members need?

- Open minded and non-judgemental.
- Ability to analyse trends.
- Ability to challenge effectively.
- Empathy.
- Ability to understand policies and procedures.
- Ability to objectively assess information.
- To understand the importance of maintaining confidentiality and impartiality.



## What might I gain from being a CHAT member?

**Being involved as a CHAT member give you experience and an insight into the way that Orwell manages complaints. This will also give you opportunities for training and personal career and skills development, such as:**

- **Confidence building.**
- **Developing organisational skills.**
- **Improving communication skills.**
- **Developing analytical techniques.**
- **Increasing knowledge and understanding of the housing sector.**

**Reasonable out of pocket expenses incurred as a CHAT member will be reimbursed.**