

Purpose of the Complaints Handling Assessment Team (CHAT)

The Complaint Handling Assessment Team (CHAT) works with our Customer Services and Customer Engagement Teams to help monitor complaints processes and outcomes. For more information, read this booklet or scan the QR code.



If you would like to find out more, chat to our team or register to join one of our groups, scan the QR code here.

www.orwell-housing.co.uk/getinvolved
0345 60 100 30



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What does the CHAT do?

Our CHAT is there to:

- ▲ Help us spot trends in complaints and monitor the outcomes of those complaints.
- ▲ Help us make sure we are following the Housing Ombudsman Complaints Handling Code.

Who can be a member of the CHAT?

- ▲ If you are an Orwell Housing customer, you can join the CHAT.
- ▲ Customers will not be able to join or continue as a CHAT member if they seriously breach the code of conduct.

Will Orwell provide any support?

- ▲ Yes. You will have access to in-house training provided by Orwell's Head of Customer Service.
- ▲ E-Learning from the Housing Ombudsman will also be provided.
- ▲ There will also be ongoing support and coordination from the Customer Insight and Engagement Team.

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 activities. Members are required to sign an agreement regarding confidentiality.

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Will there be lots of Meetings?

CHAT will meet quarterly to monitor complaints, identify trends, check response times and scrutinise outcomes. These meetings will typically take place on a Saturday morning from 10am-12pm at our Ipswich office.

There will be an annual meeting to consider Orwell's learning from complaints, the result of this will be covered in the Orwell Annual Report.

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 being confidential and impartial.

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What might I gain from being a CHAT member?

Being involved as a CHAT member will give you experience and insight into the way that Orwell manages complaints.

This will also give you opportunities for personal and career skills development, such as:

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

Reasonable expenses incurred as a CHAT member will be reimbursed.



If you would like this leaflet in another language or format please email comms@orwell-housing.co.uk or call **0345 60 100 30**

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