

RMBC Tenant Panel Standards

The Council will expect strict adherence the following standards, failure to do so will lead to review of the Panel's recognised status.

- Panels are convened within 20 working days of receipt of the referral by the complainant.
- Complainants are treated politely and with respect.
- No personal views or opinions are discussed during the meeting that are not relevant to the complaint.
- The Panel agrees an operating protocol for the meeting and informs the complainant prior to the meeting.
- The Panel will not tolerate rude, aggressive, violent or deliberately vexatious behaviour.
- Consideration of the complaint is based on the facts presented to the panel and any expert advice provided during the meeting.
- The Panel adheres to relevant equalities and data protection legislation.
- The Panel will have due consideration to matters of indemnity and should be covered under public liability insurance and professional indemnity insurance.
- All members of the Panel have received training from nationally approved training schemes.
- Panel decisions are provided in writing, following deliberation, within 5 working days.
- Decision making deliberations are completed in private, ie the complainant and Council are not present.
- Panel members should avoid providing an opinion about the complaint before the deliberations.
- Conflicts of interests should be avoided; there should be no panel members who have previous involvement or knowledge of the complaint or the complainant.
- There is no requirement to take detailed minutes of the meeting.
- The Panel refers the complainant to the Housing Ombudsman service (in writing) if they are unhappy with their decision.
- The Council is under no obligation to accept the decision of the Panel.