



Customer Forum Terms of Reference

Objectives

The Customer Forum is responsible for representing customers' views and interests at a national level and for providing a strong mechanism for involving customers in Home. Specifically, its role is to:

- Agree and review the development of a national scrutiny model and plan
- Review the progress of the Involvement Plan 2014-17
- Review the development of the Independent Complaint Panels
- Provide a focal point for consultations with customers to help set business and business assurance priorities

Meetings

The Customer Forum will meet 3 times a year and will tie in with business and operational planning to ensure customers continue to influence priorities in business planning for customer services

The Involvement Team will co-ordinate and facilitate meetings

Viewpoint Teams and Home Group colleagues will have the opportunity to add agenda items and influence the scrutiny plan

The Board and Executive Team will call an extraordinary meeting of the Customer Forum via the Involvement Team if they wish to consult customers on a particular matter.

Membership

The Customer Forum will bring together representatives from

- All the regional viewpoint teams with a national perspective
- Local viewpoint teams where applicable
- Client panel
- Home Board
- Colleagues who wish to consult customers on a national level