

Resident Panels



We have two Resident Panels. Both Panels are independent, resident-led and hold us to account on behalf of customers.

The Complaints & Communication Panel

The Complaints and Communication Panel are a group of residents who act as a designated person as part of the complaints process. They scrutinise and support GreenSquareAccord in continually learning from and improving the complaints process. They also look at communication methods to ensure that they are relevant, customer focused and customer friendly.



The panel chairperson is Carol Duckfield. Carol has been involved in the representation of resident interests for over 10 years and is enthusiastic to work with us to drive continuous improvement. Carol is passionate in her work to create communication platforms and measures.

To find out more about the Complaints & Communications Panel, please [email us](#).

The Scrutiny Panel

The Scrutiny Panel have a formal role in influencing performance and service delivery by scrutinising the work we do. The Panel help drive continuous improvement. Presently the Scrutiny Panel are beginning scrutiny of elements of the repairs service.

The panel chairperson is Wellington Chiwara. Wellington became one of our tenants in 2010 and has worked as an administrator on a voluntary basis. When he left us, he joined Carillion Construction Ltd as an Assistant Quantity Surveyor/ Commercial Assistant. Wellington is educated to Masters level in Business Administration (MBA).

To find out more about the Scrutiny Panel, please [email us](#).

Training

All Panel members are offered training and equipment so they can fully participate in Panel activities.

Above: Complaints & Communication Panel member Edwin undertaking socially-distanced training on the use of a tablet so he can attend online meetings and undertake scrutiny tasks.
