

## **Customer Experience Panel – Code of Conduct**

### **1. Purpose and Scope**

This Code of Conduct outlines the standards expected of all members of the Customer Experience Panel. It ensures that members act ethically, respectfully, and in the best interests of tenants and leaseholders of Runnymede Borough Council.

### **2. Guiding Principles**

The role of the Customer Experience Panel is to represent the tenants and leaseholders of Runnymede Borough Council in examining the delivery of the Council's housing services.

This may cover, but is not limited to:

- repairs and maintenance of housing stock.
- utilisation of stock and its allocation.
- setting of rents and service charges.
- estate development projects.

The aim of the Panel is to give you a greater say in issues that affect your homes and hold the Council to account if failing to deliver suitable services. As well as receiving data and information from the Council, you will be able to make recommendations for service improvements and will be expected to identify issues of concern.

### **3. Conduct and Responsibilities**

Panel members are expected to:

- work towards improving services for all tenants and leaseholders of Runnymede Borough Council
- act in a professional manner in order to develop and maintain a balanced relationship of mutual respect,
- acknowledge that everyone has the right to be treated with dignity and respect,
- represent the Panel only with prior approval of the Chair of the Panel or council officers,
- refrain from using social media or speaking to the press on behalf of the Panel without consent,
- make any correspondence sent or received on behalf of the Panel available to all Panel members,
- avoid any conflict of interest and declare any personal or financial interests,
- use public resources responsibly and avoid waste,
- maintain confidentiality, particularly of sensitive information.

### **4. Meeting Etiquette**

- Attend all scheduled meetings or notify the Chair of the Panel or council officers in advance of absence.
- Prepare by reviewing relevant documents and reports.
- Address all comments to the Chair of the Panel
- Accept that the Chair of the Panel will have a casting vote in all meetings.
- Keep mobile phones switched off during meetings.
- Refrain from using offensive language or intimidating behaviour.
- Do not attend meetings under the influence of alcohol or illegal substances.

## **5. Confidentiality and Data Protection**

- Respect the confidentiality of Council documents, personal and sensitive data, and internal discussions.
- Comply with the Council's data protection policies and GDPR obligations.

## **6. Breaches and Disciplinary Action**

Breaches of this Code may result in:

- verbal or written warnings,
- suspension or removal from the Panel,
- referral to the Council's Engagement and Inclusion Officer

Any serious concerns should be raised through the Council's **Whistleblowing Policy**.

## **Declaration Form**

I confirm that I have read, understood, and agree to abide by this Customer Experience Panel Code of Conduct

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_