

Links to additional support material:

[Complaint Handling Code 2024 | Housing Ombudsman Service \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk/complaint-handling-code-2024)

[Complaint Handling Code 2024 FAQs | Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk/complaint-handling-code-2024-faqs)

[Landlords | Housing Ombudsman Service](https://housing-ombudsman.org.uk/landlords)

Access the Centre for Learning and sign up to our learning hub:

[Centre for Learning | Housing Ombudsman Service](https://housing-ombudsman.org.uk/centre-for-learning)

Sign up to our newsletter:

[Housing Ombudsman Service](https://housing-ombudsman.org.uk/newsletter)

What is the MRC (Member responsible for complaints) and their role:

[Member Responsible for Complaints \(MRC\) | Housing Ombudsman](https://housing-ombudsman.org.uk/member-responsible-for-complaints-mrc)

(A PDF guidance sheet on the expectations of the MRC is included in this toolkit)

Housing Ombudsman remedies guidance:

[Guidance on remedies | Housing Ombudsman](https://housing-ombudsman.org.uk/guidance-on-remedies)

(A PDF guidance sheet is included in this toolkit)