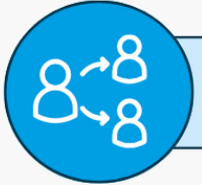


The Complaint Handling Code requires landlords to have on their governing body or equivalent, a Member Responsible for Complaints (MRC).

**Their role is to .....**



**Champion a positive complaint handling culture.**

**Provide assurance to the governing body on the effectiveness of its complaints system.**



**Challenge the data and information provided to the Board.**

**The MRC should not be involved in the day-to-day handling or management of complaints. They should seek assurances from the complaints team and where appropriate the operational teams that .....**

**Complaints are being managed.**



**Change is happening.**

**Residents are being heard through the process.**



The MRC should ensure complaint handling promotes service improvement for residents and learning and business improvement for the organisation.