

## **Member Responsible for Complaints (MRC Housing)**

The statutory Housing Ombudsman Complaint Handling Code requires landlords to have a Member Responsible for Complaints (MRC Housing) on their governing body.

Whilst each Local Authority has its own MRC (Housing) as the service is provided across both Eastbourne and Lewes learning / service improvements / self-assessments will be shared with both MRCs (Housing)

### **1. Overview of the Role**

1.1 Champion a positive complaint handling culture within Eastbourne Borough and Lewes District Council's; hereafter Homes First.

1.2 Provide reassurance to the Housing Ombudsman on the Homes First, complaints handling process, by providing an effective challenge to the data and information provided.

1.3 Ensure complaint handling promotes service improvements for tenants with learning and business improvements evidenced in the Homes First Service Improvement Plan.

1.4 Share the findings and resident feedback with LET (Listening to Eastbourne Tenants) in Eastbourne TOLD (Tenants of Lewes District) in Lewes and to each respective Cabinet.

### **2. Performance Responsibilities**

2.1 To work with the Homes First Complaint Lead Officer to discuss any risks emerging from housing complaints and any recommendations for improvement in service areas within Homes First.

2.2 To ensure that Cabinet receives regular information on complaints related to housing issues, that provides insight and learning on complaint handling performance

2.3 To provide assurance to Cabinet that complaints within Homes First are valued as an opportunity to learn, to identify where the complaints process / policy / culture is not working effectively and to ensure that areas for improvement are being acted upon.

2.4 To alert Cabinet of any concerns identified relating the handling of housing related complaints, and to facilitate discussions around the complaint themes, and outcomes.

### **3. Learning Responsibilities:**

3.1 To keep under review the Housing Ombudsman Spotlight reports, and where appropriate (related to complaints trends or of relevance) request a self-assessment against the relevant Spotlight report be undertaken by officers. Review the self-assessment and agree organisational learning and improvements from the recommendations, including policy and procedure reviews / development. This discussion should be shared with the Council's Cabinet.

Self- assessments maybe commissioned by one or both MRCs (Housing) and the findings / recommendations will be shared with both MRCs (Housing) and reported to both cabinets as appropriate.

3.2 To review all feedback provided by the Housing Ombudsman in relation to complaints upheld and to ensure that this feedback is used to develop and improve services. Gaining assurance that recommendations are actioned and, where necessary policies, procedures and approaches reviewed following Housing Ombudsman determinations.

Feedback provided by the Housing Ombudsman will be shared with both MRCs (Housing) irrespective of which local authority the feedback related to. This will ensure that learning is adopted in both local authority areas.

3.3 To encourage a culture of effective cross-organisational and cross departmental learning where operational teams collaborate with each other to produce improved service delivery.

3.4 To encourage a culture where senior management regularly review issues and trends arising from complaint handling with themes or trends being assessed and reported, to identify potential systemic issues, serious risks or policies and procedures that require revision. To gain assurance that where revision or change is required, this is followed through.

3.5 Over the course of the year both MRCs (Housing) will work with the Service Lead for Complaints and tenant representatives to share themes and outcomes from complaints handling and to review the complaints handling process itself (individual cases will be anonymised)

3.6 Celebrate compliments and positive feedback

3.7 Support Homes First share feedback on complaints with tenants through the tenants newsletter

#### **4. Appointment of The Member Responsible for Complaints (MRC Housing)**

The appointment of the MRC for Housing will be agreed by Cabinet annually and will be the

- Cabinet Member for Housing and Homelessness - Eastbourne Borough Council
- Cabinet Member for Social Housing and Tenants – Lewes District Council

#### **5. Confidentiality**

To respect the confidentiality of information, including information about individual tenants.

#### **6. Review**

The Terms of Reference will be reviewed annually and any amendments will be reported to the relevant cabinet