

Member Responsible for Complaints (MRC)

Main purpose of the role

To be the designated 'Member Responsible for Complaints' in accordance with the Housing Ombudsman's statutory Complaint Handling Code.

The following responsibilities of the role are in addition to those expected of non-executive members.

Responsibilities relating to Board Assurance

1. To promote a culture of openness and transparency where complaints are seen as beneficial information for improvement.
2. To assure the Board of this approach by the Senior Leadership Team and of the suitability of procedures in place to capture this.
3. To engage with the Chair of the Audit, Risk and Assurance Committee, as appropriate, to discuss potential risks emerging from complaints and any issues that might be relevant to the activities of internal audit.
4. To engage in, oversee, and work with officers to provide assurance on the standard ahead of seeking board approval. This may include engaging tenants in the self-assessment exercise.
5. To gain assurance following the self-assessment, that the relevant staff at EPIC have the resources available to fulfil their obligations.
6. To alert the Board of any concerns they have about the handling of complaints, the substantive issues giving rise to complaints, or the outcome of an individual complaint.
7. To ensure that the Board understands its responsibilities to deliver a positive complaint handling culture and that complaints are given the status they deserve within the work of the Senior Leadership Team.

Responsibilities relating to the Complaint Handling Code

8. To review EPIC's communication regarding responses to stage 2 complaints to ensure it is empathetic, effective, and appropriate; in addition to the occasional review of stage 1 responses.
9. To gain assurance that EPIC responds to requirements and orders from the Housing Ombudsman, promoting an organisation-wide culture that demonstrates the learning and the changes to services that are provided for its tenants.
10. To promote a culture where every employee supports effective complaint handling, and where complaint handlers have the authority and respect within the organisation to help put things right when they go wrong. This extends to where EPIC uses contractors and other service providers.
11. To have a visible presence that is organisation-wide and to have access to individual staff members to be able to 'test' that proactive complaint handling is embedded across all staff.
12. To review and challenge regular updates on the volume, categories, and outcome of complaints, alongside complaint handling performance. (The aim being to ensure that information presented to the Board provides sufficient assurance of a well-managed and customer-focused complaints handling culture.)

Responsibilities relating to Learning

13. To facilitate a discussion with the Board on how EPIC can learn and improve from complaints, incorporating consideration of relevant policies and procedures.
14. To gain assurance that the intelligence provided by the Ombudsman is used to develop and improve EPIC's services, that recommendations are actioned, and that necessary amendments are made to policies, procedures and service delivery.
15. To encourage a culture of effective cross-organisational and cross-departmental learning where operational teams collaborate with each other to produce improved service delivery.
16. To encourage a culture where the Senior Leadership Team regularly reviews issues and trends arising from complaint handling, identifying potential systemic issues, serious risks or policies and procedures that require revision.
17. To gain assurance that where revision or change is required, this is followed through and communicated to the Board, and that tenants are central to any change.