

Resident Board Member Responsible for Complaints (RBMRC)

Role and responsibilities

South Essex Homes (SEH) recognises the importance of facilitating opportunities for residents to play a part in the complaints process and to understand lessons learned. In order to create a relationship with residents the Board have agreed to appoint a Resident Board Member for Complaints', a role that will be held exclusively by a Tenant Resident Board Member. We aim to create a relationship of trust with our residents based on provision of excellent housing services that are in line with residents' expectations and useful and transparent communications.

The RBMRC will work with officers and residents to provide assurance to the Board that SEH is ensuring that residents are aware of the performance of the organisation via the complaints process and that the organisation is learning from mistakes and altering processes and procedures where required.

The role of the RBMRC is to provide support and challenge to officers so we can be confident that SEH;

- Shares all relevant information about complaints performance openly and transparently with residents.
- Is accountable to its customers.
- Is provided with a link between the RBMRC and the Member Responsible for Complaints (MRC).

The RBMRC will;

- Champion the importance of effective complaints handling within the Board and Executive Management Team.
- Regularly meet with the Company Secretary and Director of Finance and Corporate Services to discuss lessons learned from complaints.
- Ensure that customer feedback from complaints is listened to and is reflected in the evolution and continuous improvement of SEH services.
- Regularly review themes and lessons to be learned from complaints.
- Meet twice per year with the MRC to discuss lessons learned and to ensure that the MRC has a full understanding of the complaints performance of the organisation.

Agreed by Board 24 October 2024