

Member Responsible for Complaints (MRC) – Role Profile

Introduction

The Housing Ombudsman's Complaint Handling Code requires landlords to have a Member Responsible for Complaints (MRC) on their Board to provide assurance to the governing body on the effectiveness of its complaints system, including challenging the data and information provided to the Board.

The MRC is a Non-Executive Member of Curo's Combined Board and is a Member of the Customer Experience Committee. In the absence of the MRC, the Chair of the Combined Board may determine that a deputy MRC is appointed to assume the full responsibilities of the MRC. Such individual being a Non-Executive Member of the Combined Board and a Member of the Customer Experience Committee.

Purpose

The purpose of the MRC is to:

- Champion a positive complaint handling culture.
- Provide assurance to the Combined Board on the efficacy of its complaints system, including challenging the data and information provided to the Board.
- Seek assurance from the Customer Experience Committee and, where appropriate, the operational teams that complaints are being managed, positive change is happening and that residents are being heard throughout the process.
- To ensure complaint handling promotes service improvement for residents and learning and business improvement for Curo

Responsibilities – Board Assurance

- To champion a positive complaint handling culture and build effective relationships with Curo's complaints teams, its residents, its Customer Experience Committee as well as wider teams and the Housing Ombudsman Service.
- To promote a culture of openness and transparency where complaints made by residents are seen as a form of insight into how Curo is managed.
- Provide assurance to the Combined Board that systems are in place to capture learning from complaints and that the Combined Board are engaged with this.
- To ensure, through engagement with operational teams, complaints are valued as an opportunity to learn, to give an early warning of ineffective processes, policies or behaviours, to identify areas for improvement and to improve awareness and accessibility.
- To engage with the Chair of the Customer Experience to discuss any risks emerging from complaints and any recommendations for improvement in service areas which may be relevant to internal audit activities.
- To alert the Combined Board of any concerns in relation to the handling of complaints, the substantive issues giving rise to complaints, or the outcome of an individual complaint.

- To ensure the Combined Board understands its responsibilities to deliver a positive complaint handling culture and that complaints are given the status they deserve as part of performance monitoring through the Executive/Leadership Team.

Responsibilities – Complaint Handling Code.

- To gain assurance of Curo's timely compliance with any Housing Ombudsman failure orders, promoting a culture which demonstrates the learning and the changes to services that are provided for residents.
- To receive regular updates on the volume, categories, and outcome of complaints, alongside complaint handling performance.
- To engage in the annual self-assessment against the Complaint Handling Code, providing assurance to the Combined Board that an accurate self-assessment is produced and published annually on Curo's website.
- To ensure information presented to the Combined Board provides sufficient assurance of a well-managed and customer focused complaints handling culture.

Responsibilities – Learning

- To gain assurance that intelligence provided by the Housing Ombudsman is used to develop and improve services and that recommendations are actioned.
- To encourage a culture where the Executive and Leadership Teams regularly review issues and trends arising from complaint handling.