

Member Responsible for Complaints (MRC) assurance and oversight checklist

The Member Responsible for Complaints can use this helpful checklist to lead discussions and provide assurance and oversight of the organisation's complaint handling performance to the board or governing body.

Understanding complaint trends

Checklist item	Done? Yes/No
Have I reviewed the complaints performance data from the last quarter?	
Do I see recurring themes or systemic issues?	
Are complaint volumes increasing or decreasing — and why?	
What trends do I see in complaint issues?	
Do operational teams work together across departments?	

Reviewing self-assessment

Checklist item	Done? Yes/No
Has the organisation completed a self-assessment against the Complaint Handling Code this year?	
Have we involved residents in the self-assessment process?	

Checklist item	Done? Yes/No
Has the board discussed and approved the self-assessment findings?	

Annual submission

Checklist item	Done? Yes/No
Do we publish the complaints policy on our website?	
Do we publish and make the self-assessment accessible?	
Has the governing body given a formal response to the annual report?	
Have we provided the annual submission to the Housing Ombudsman Service?	

Learning from complaints

Checklist item	Done? Yes/No
Can the executive team show how learning from complaints has led to service improvements?	
When was the last audit or review of complaints handling? of changes we made because of complaints performance?	
Do we have a process in place to monitor the impact of those changes?	

Governance and accountability

Checklist item	Done? Yes/No
Do we keep the complaints policy up to date, publish it on the website and align it with the Code?	
Do residents clearly understand how to complain?	
Do we train staff so they feel confident handling complaints and how can we demonstrate this?	
When was the last audit or review of complaints handling?	

Resident engagement

Checklist item	Done? Yes/No
Do we involve residents in the complaints process?	
Have we gathered and acted on resident feedback about complaint handling?	
Have we approached a range of residents for feedback at various stages of the complaints process? (Initial service request – post resolution of complaints)	
Do we hear from residents who may experience barriers to complaining?	