

Board Statement June 2024

I can confirm on behalf of the Board members and the Customer Services Committee of Rochdale Boroughwide Housing, that members review, scrutinise, and monitor the performance in respect of complaints and compliments.

Our governance structures have undergone a review in the last 12 months. From January 2023 onwards, our Board received performance information in respect of complaints and compliments. A Member Responsible for Complaints, Linda Levin was appointed by our Board in July.

In September 2023, a new Customer Services Committee that is made up of Board Members and Customers was established and they have scrutinised performance and on an exceptions basis, report this to Board at every meeting. Linda Levin, our MRC sits on our Customer Services Committee and is the link with Board. As well as receiving performance information, Members have reviewed case studies to hear directly from customers about their experiences of having complaints investigated.

The reports give board and committee members assurance that we are meeting statutory and regulatory responsibilities to our customers.

Our designated Member Responsible for Complaints gave feedback on the self-assessment prior to final review by Customer Services Committee at their meeting on 25th April.

Members are assured that the Association complies with the Code and that complaints received from customers are dealt with in accordance with the Code.

Kevin Brady
Chair of the Board

Linda Levin
Member Responsible for Complaints