

<b>Member Complaints Champion</b>
ORGANISATION NAME: Adur District Council / Worthing Borough Council
ADDRESS:
CONTACT DETAILS: Tracey Strutt, Head of Residents Services
DETAILS OF MEETINGS: Frequency: Quarterly,
TYPE OF BUSINESS: lead responsibility for complaints to support a positive complaint handling culture. This role will be responsible for ensuring the governing body receives regular information on complaints that provides insight to the governing body on complaints across the Authority including landlord's complaint handling performance.
SKILLS/INTERESTS REQUESTED: This appointment is most relevant to Members with an interest in excellent customer services and managing of complaints
NUMBER OF REPRESENTATIVES: 1 Councillor - must be a member of the Joint Audit and Governance Committee
PRESENT REPRESENTATIVES:
TERM: Annual appointment, maximum appointment of 4 consecutive years. appointments to be made annually at Annual Council
APPOINTMENT PRIORITY: HIGH