

Complaints Tenant Representative

Do you care about fairness, respect, and making things better for your community? We're looking for tenants and leaseholders to join us as Complaints Representatives. You'll act as a voice for residents, helping to review how complaints are handled and suggesting ways services can improve. It's about working together, giving feedback, and building trust between residents and Mid Devon Housing.

Why be a Complaint Representative?

- Because your voice matters!
- Help make sure residents concerns are heard and addressed fairly
- Improve the living experience for yourself and your neighbours
- Get insight into how housing services operate behind the scenes
- You have an opportunity to be the voice for other tenants and make a real difference in improving housing services for the community
- Gain valuable knowledge and experience, empowerment and self-development
- Gain new skills in communication, teamwork and problem solving .

Who we're looking for

- You'll need to be 18 years or over
- You must be a tenant or leaseholder of Mid Devon Housing
- You'll need to care about fairness and improving services
- A team player, open to different perspectives and willing to work positively with others
- You are confident in using a computer, email, working with documents
- You are able to attend quarterly meetings online or in person

No experience needed, just a willingness to listen, share ideas and get involved. We'll give you all the support and training you need.

READY TO BE PART OF SOMETHING GREAT?

Contact the Tenant Involvement team on 01884 255255 or email tenantinvolvement@middevon.gov.uk

