



Role Profile

Job Title: Complaint Assistant	Role Profile Number: SBC_12191
Grade: Salary:	Date Prepared: June 2024
Directorate/Group: Enabling and Operations	Reporting to: Customer Complaint Resolution Manager
Structure Chart attached:	No

Job Purpose

Responsible for handling the Councils' incoming complaints. To administer the principles of the Councils complaints processes and for regularly reviewing and adapting the procedures to ensure they remain effective and efficient mechanisms for dealing with complaints from the public. To support not only with the day-to-day operational tasks but also to bring fresh ideas and challenge the way things are done in a way that is resident-focused, simple, open and transparent. In this role you will ensure the council meets its obligations in handling statutory and non-statutory complaints that helps services to resolve issues.

Key Accountabilities

- In respect of;
 - Statutory Housing/Social Landlord complaints
 - Housing Ombudsman enquiries
 - Link Officer for Housing Ombudsman and LGO enquires
- To act as the first point of contact for members of the public who wish to make a complaint under one of the procedures
- To manage a personal caseload of complaints, working with colleagues in Departments to ensure that responses are provided in line with statutory and corporate timescales
- To register complaints and to record, monitor and report on progress of complaints and compliance with statutory and corporate procedures as required
- Responsible for complex and sensitive cases and those cutting across external provider organisations ensuring all relevant parties are appropriately involved

- To process all administration from Housing Ombudsman for complaint alert, to information gathering, working collaboratively with other area's to ensure that information requested adhere to timescales.
- Logging determination letters and coordinating the action plan around these
- To take part in delivering some training to front line staff in best practice to complaint handling
- Producing a weekly report to all Heads of Service with all stage 1, stage 2 and HO complaints
- Assisting the Complaint Resolution Manager with annual statutory complaint handling needs assessments
- Responsible for working with the Complaint Resolution Manager on complaints' process reviews, drafting associated reports, communications materials and implementation
- Will be responsible for investigating, resolving and responding to complaints at Stage 1 and 2 of the corporate complaint's procedure for Housing.

Supplementary Accountabilities

- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the line manager including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.

Knowledge & Experience

- Extensive knowledge of the role specific legislation, statutory duties, codes and practices.
- Knowledge of Local Government services and Council service delivery.
- An understanding of any legislative framework and government guidelines for handling complaints relating to Housing Needs, Homelessness, Intervention & Prevention, Housing repairs, Tenancy Management. Alongside a working knowledge of best practice in handling complaints and customer feedback.

Qualifications

- GCSEs (A-C)
- 3 years' experience in complaint handling/dispute resolution
- Complaints continued professional development

Decision Making

- Ability to prioritise own workload to ensure all tasks are completed within given timeframes and escalating any issues to line manager when appropriate

- Ability to triage requests for service and queries to determine whether the post holder can provide adequate resolution or whether signposting to the relevant officer is required and respond
- Responding where appropriate to queries from Councillors, officers at all levels, the general public and external agencies where decision making is required

Contacts and Relationships

- Develop strong relationships with all Directors & executive teams.
- Ability to communicate confidently and effectively to a wide range of colleagues, stakeholders and partners and maintain positive working relationships.
- Possess excellent computer skills and demonstrate ability to use technology to improve business effectiveness.
- Demonstrates tact, diplomacy, resilience, empathy and assertiveness
- Demonstrates excellent active listening skills

Confidentially Clause

- You are permitted not to disclose to any person or use for any purpose any confidential information you support or cover as a result of entering into this Agreement. This restriction shall continue to apply after the expiration or termination of this agreement without limit of time.

Line Managers Signature:	Print Name:
Date:	
Employee Signature:	Print Name:
Date:	