

# Job Description

## Complaints Manager



<b>Directorate:</b>	Operations
<b>Team:</b>	Complaints
<b>Role Type:</b>	Flexible
<b>Reports to:</b>	Service Manager, Complaints
<b>Direct Reports:</b>	No direct reports
<b>Overall Job purpose:</b>	
<p>To provide a professional, responsive and complaint resolution service to residents, ensuring an empathetic approach at point of contact.</p> <p>To deliver a customer centered approach to the handling of feedback and complaint resolution.</p> <p>To have individual autonomy and freedom to solve resident problems or concerns.</p> <p>To provide responsive, supportive and thorough investigations to all feedback and complaints.</p> <p>To ensure all investigations are in line with the appropriate policy and procedures that are in place.</p> <p>To develop performance information, insights and understanding into the causes for resident feedback and to identify areas for improvement based on learning.</p>	
<b>Core responsibilities:</b>	
<ul style="list-style-type: none"> <li>• Thoroughly investigate feedback and complaints from residents showing empathy and understanding. Examine databases, files, records and meet with relevant staff in order to fully understand the events and actions leading up to the complaint.</li> <li>• To ensure complaints are responded to and fully investigated within the required timeframes and in line with internal and external processes.</li> <li>• Work closely with the rest of the Complaints Team and the Resident Feedback Manager to ensure the process meets best practice and gives the best resident experience.</li> <li>• Actively promote and raise awareness of the feedback and complaints procedure across the organisation ensuring it is inclusive and accessible.</li> <li>• Involved in both stage one and stage two complaints.</li> <li>• Support the Service Manager and Administrator with the responses required for the Housing Ombudsman</li> <li>• Ensure all complaint documentation and record keeping is accurately documented and maintained on all relevant databases.</li> </ul>	

- Plan and facilitate complaint meetings and other methods of resolving feedback and concerns in a positive manner.
- Build and maintain good relationships with all colleagues across the organisation to ensure service improvements are seen as positive changes.
- Contribute to the development of best practice standards and share learning across the team.
- Contribute to the dissemination of learning outcomes to both colleagues and residents to raise awareness of service improvements identified during the course of the complaint investigations.

#### Key Relationships

- Work closely with Assistant Directors and Service Managers to identify service improvements as a result of resident feedback.

#### Dimensions:

N/A

#### Additional information:

DBS Required

No job description can cover every issue which may arise and the post holder is expected to carry out other duties as required from time to time.

#### Person specification

Requirements	Essential Criteria	Desirable Criteria
<b>Knowledge and experience</b> <i>Describe the knowledge and experience required to do the job. Is there particular knowledge required e.g. of particular regulations and procedures? What relevant experience is required?</i>	<ul style="list-style-type: none"> <li>• Experience of complaint handling.</li> <li>• Experience identifying service improvements as a result of feedback and complaints.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Housing.</li> <li>• Knowledge of the Housing Ombudsman Code.</li> </ul>

Action

Commitment

Excellence

Integrity

Teamwork

<p><b>Skills and abilities</b></p> <p><i>Describe the skills and abilities required to do the job effectively</i></p>	<ul style="list-style-type: none"> <li>• Good listening skills.</li> <li>• An empathic approach to dealing with residents.</li> <li>• Strong analytical and investigation skills.</li> <li>• Excellent written skills.</li> <li>• Excellent planning and organisational skills.</li> <li>• Able to work to own initiative.</li> <li>• The ability to challenge constructively and influence positive change.</li> <li>• Excellent interpersonal skills and the ability to communicate both verbally and in writing, focus on plain English.</li> </ul>	
<p><b>Personal behaviours and style</b></p> <p>We look for people who are committed to and demonstrate our core values of:</p> <ul style="list-style-type: none"> <li>• <b>Action:</b> Getting things done while being accountable. <i>Delivering on objectives and taking responsibility for the service. A positive attitude.</i></li> <li>• <b>Commitment:</b> Putting customers first. <i>Being customer focussed, delivering excellent services to external and internal customers. Adopting a flexible approach.</i></li> <li>• <b>Excellence:</b> Always striving to be the best. <i>Continuously reviewing the service and improving efficiency. Exceeding our targets and improving standards.</i></li> <li>• <b>Integrity:</b> Honest and open in everything we do. <i>Maintaining our code of conduct and acting professionally at all times</i></li> <li>• <b>Teamwork:</b> Working together to deliver. <i>Building and maintaining excellent working relationships with internal managers/teams and external stakeholders; ensuring our corporate objectives are met.</i></li> </ul>		
<p><b>Qualifications</b></p> <p><i>Please state the level of education and professional qualifications and/or</i></p>		<p>CIH Level 3 or equivalent</p>

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<i>specific occupational training required</i>		
<b>Additional requirements</b> <i>Detail any additional requirements for the role e.g. able to work shift patterns including bank holiday nights and weekends, Must hold full current UK driving license Etc.</i>	Full current driving license.	
<b>Version control:</b>		
<b>JD authorised by (Director):</b>	<i>Mary Bryce</i>	<b>Date: 24/6/25</b>

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