

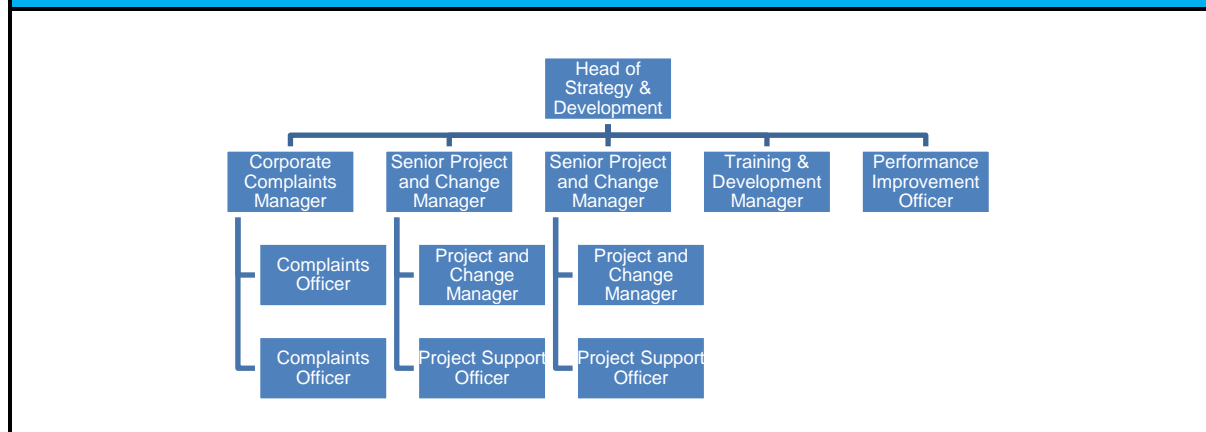
JOB DESCRIPTION

Job Title	Complaints and Feedback Officer
Position Number(s)	51013240
Department	Customer Delivery
Section or Service	Strategy and Development
Grade	Range C - £30,012 – £34,299

DESIGNATION:

Responsible to:	Corporate Complaints Manager
Employees directly supervised (if applicable):	N/A

Family Tree



1. JOB PURPOSE:

The Complaints and Feedback Officer plays a vital role within the organisation, providing a key point of contact for complainants and stakeholders. The post holder will develop good working relationships with complainants, providing them with clear support and guidance as needed, and facilitate handling of their complaint to ensure that, using information provided by the division following investigation, their questions and concerns are adequately addressed.

To investigate, recommend action, and respond to complaints, ensuring the highest possible standard of service is provided to customers.

As a member of the Complaints and Feedback Team, the post holder will continually review the systems in place to improve the efficiency of the service and the learning from complaints. Under the guidance of the Complaints and Feedback Manager, the

post holder will identify potential/actual risks associated with complaints and liaise with appropriate personnel both within and outside the Council.

The post is suitable for someone with experience in complaints handling and/or experience of working in a problem solving customer service role. They must also be able to get on with people at all levels of the organisation, including working with Senior Management and Councillors, and with complainants who may be distressed or frustrated.

The post holder will:

- Ensure the accurate recording, tracking, monitoring, statutory reporting and analysis of all complaints made to the Complaints and Feedback Team.
- Ensure that they investigate complaints thoroughly within a timely fashion; communicating respectfully and empathetically with complainants and service within agreed timescales
- Be proactive in the development and implementation of corporate policies to improve customer satisfaction.
- Support and assist the Complaints and Feedback Manager in overseeing the effective development and implementation of complaints procedures across the Council, in liaising with the Local Government Ombudsman and improving the delivery of the Council's customer focused approach in delivering services.
- Manage initiatives to implement recommendations arising from complaints investigation or to improve complaints handling.
- Help to maintain the case management system and flag any system changes that may be required to improve service delivery
- Deputise for the Complaints and Feedback Manager as required to ensure that any statutory, and policy processes, or report deadlines are met.

2. DESCRIPTION OF DUTIES:

To investigate, recommend action and respond to complaints on behalf of the Complaints and Feedback Manager

- Investigate complaints including reviewing and assessing documents, telephone contact with complainants and advocates.
- The post holder will use initiative and discretion in their day to day working as they may deal with sensitive or contentious issues such as alleged negligence and be speaking with complainants who may be angry or upset.
- Using appropriate methods to investigate sensitive complaints, including mediation.
- Responsibility for a caseload of complaints, from initial contact to liaising with and advising officers and senior managers who are responsible for providing

investigation reports and complaints responses. This involves supporting staff and reviewing responses to ensure they cover all aspects of the original complaint, and comply with the Council's complaints procedure and statutory requirements.

- Analysing information provided and obtained during an investigation and assessing it in determining the validity of a complaint.
- Drafting a response letter or report that addresses all the issues raised by the complainant and presenting complex arguments comprehensively and clearly.
- To be responsible for the smooth operation of the Council's complaints procedures.
- To work in partnership with partners, contractors and commissioned services and other agencies to ensure efficient handling of complaints.
- Review information received from divisional staff carrying out the complaints investigation to ensure that evidence of lessons learned has been included.
- To assist the Complaints and Feedback Manager in liaising with the Local Government Ombudsman regarding complaints brought against the Council, and ensuring that services respond to Ombudsman requests in a timely manner.
- Responsible for keeping up to date with changes to procedures and processes on a regular basis.
- To offer improvements to current processes to benefit both our internal and external customers.
- Contribute to the mechanism that will ensure recommendations and actions from Ombudsman enquiries are fully implemented, monitored and reported to the relevant service managers. Ensure that complainants are updated and advised of action taken.
- Monitor the number of follow up complaints received in relation to caseload.
- To ensure that good office practice is maintained. Specifically, to systematically monitor the speed with which investigations are progressing.

To ensure the implementation of any decision(s) or recommendation(s) made arising from the various complaint procedures.

- To monitor and ensure the effective operational management and implementation of agreed recommendations arising from the consideration of complaints made by service users.
- To ensure learning from complaints is embedded and changes are made to improve service delivery.
- To be responsible for monitoring the implementation of policy changes that arise from the analysis of complaints.

To be proactive in the development and implementation of corporate policies to improve customer satisfaction

- Ensuring that every customer receives a positive customer experience on every contact.
- In response to customer feedback or on a proactive basis, engage with customers in order to improve the customer experience through continuous business improvement.
- To advise and liaise with other Local Authorities and external bodies on good practice and development on complaints handling.
- Spread best practice in the organisation through the most effective and appropriate means, e.g. workshops, codes of guidance, seeking to build them into the Council's process and procedures.

To ensure the accurate recording, tracking, monitoring, statutory reporting and analysis of all complaints made to the Complaints and feedback Team

- Monitoring the implementation of the complaint's decision, remedy, and recommendations on service delivery at all times.
- Recording, tracking and monitoring complaints across all stages and procedure
- The post-holder must at all times carry out his/her duties within the Council's Equal Opportunities and Customer Care policies.

Support and assist the Complaints and Feedback Manager in overseeing the effective development and implementation of complaints procedures across the Council, in liaising with the Local Government Ombudsman and improving the delivery of the Council's customer focused approach in delivering services.

- To support the Complaints and Feedback Manager in the development and implementation of complaint procedures and processes across the Council and to undertake specific projects as required.
- To assist the Complaints and Feedback Manager in designing, implementing and delivering training awareness and investigation skills for Council officers.
- Act as the Local Authority Liaison for the LGSCO, ensuring that all requests for information go to the relevant service in a timely manner and all responses to the Ombudsman happen to prescribed timescales.

To manage projects to implement recommendations arising from complaints investigation or to improve complaints handling

- To manage initiatives on the direction of their manager, ensuring that stakeholders are managed and objectives delivered.

I agree to the above job description

Post Holder.....
Date.....

Head of Service.....
Date.....

3. DIMENSIONS:

(WHERE APPROPRIATE)

Quote figures which give a picture of the job as follows:

(a) Annual budgetary amounts with which the job is either directly or indirectly concerned

(b) Any other statistics relating to the work

PERSON SPECIFICATION

Job Title:	Complaints and Feedback Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: <ul style="list-style-type: none">• GCSEs (A-C)• 3 years' experience in complaint handling/dispute resolution Desirable: <ul style="list-style-type: none">• Customer service qualification• Complaints continued professional development
C	Skills; Experience and Attitude Essential: <ul style="list-style-type: none">• Ability to respond to complainants in a sensitive and understanding manner that demonstrates empathy.• Experience of working in a local government or similar context.• Excellent customer services skills and the ability to communicate at a high level both verbally and in writing.

	<ul style="list-style-type: none"> • Ability to relate to people at all levels, and to deal with senior management and a range of external stakeholders with confidence. • A high level of accuracy and attention to detail. • IT literate in Word and Excel with the ability to learn how to use new systems as required. • Ability to turn a negative experience into a positive outcome. • Must be able to produce succinct, accurate reports on complaints with some analysis and data gathering of trends. • Resilient with the ability to remain calm under pressure. • Put the residents and customers first by being respectful and empathetic. <p>Desirable:</p> <ul style="list-style-type: none"> • Previous experience in dealing with complaints escalated to regulatory body or Ombudsman Service. • Proven ability in proactively solving complex problems.
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Our Values & Behaviours	
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D	<div style="border: 1px solid black; background-color: #00bcd4; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;">PUTTING COMMUNITIES FIRST</div> <ul style="list-style-type: none"> • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
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E	<div style="border: 1px solid black; background-color: #009688; border-radius: 10px; padding: 5px; text-align: center; margin-bottom: 10px;">RESPECT</div> <ul style="list-style-type: none"> • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. <p>The following examples are indicators of effective behaviour:</p>
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	<ul style="list-style-type: none"> • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people’s needs. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	<div style="text-align: center; border: 2px solid blue; border-radius: 15px; background-color: #00aaff; padding: 5px; width: fit-content; margin: 0 auto 20px auto;">INTEGRITY</div> <ul style="list-style-type: none"> • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	<div style="text-align: center; border: 2px solid green; border-radius: 15px; background-color: #00b050; padding: 5px; width: fit-content; margin: 0 auto 20px auto;">WORKING TOGETHER</div> <ul style="list-style-type: none"> • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. <p>Our residents will feel that:</p> <ul style="list-style-type: none"> • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.

