

## **BROXTOWE BOROUGH COUNCIL**

### **JOB DESCRIPTION**

**Directorate:** CEX – Chief Executives

**Division:** Housing

**Post No & Job Title:** H288 – Housing Complaints Officer

**Grade:** Grade 6

**Responsible to:** H39 – Housing Performance Manager

**Main purpose of the job:** Contribute to the successful delivery of the Housing Department's approach to handling customer complaints, feedback, service failures and compliments, reviewing outcomes to ensure an appropriate resolution has been achieved.

Support complainants in the role as advocate to ensure the best possible solution to their complaints or feedback, and to work with key stakeholders to resolve the issue to its fullest potential.

Work with the Housing Performance Manager to highlight insight into all complaints to ensure improvements to service delivery is implemented, tracked and evidenced.

### **Main Duties and Responsibilities:**

1. Manage the end to end processing of Stage 1 complaints, including all contact with the complainant, collaborating with service managers to investigate and determine, with the complainant, the appropriate solution.
2. Assess, investigate and respond thoroughly and within timescale to Stage 1 complaints, always in communication with the complainant and ensuring empathy and respect at all times, both in verbal and written correspondence.
3. Take ownership and act as the single point of contact for the complainant throughout, communicating clear actions to put things right, always considering the households' vulnerabilities and other needs.
4. Develop effective relationships, manage potential situations of conflict and rebuild trust with the complainant in a professional and effective way. Utilise empathy to understand things from a customer perspective and deliver a fair outcome for them.
5. Draw on knowledge of service area functions, policies and procedures to thoroughly

investigate and respond to Stage 1 complaints in line with relevant legislation and statutory obligations.

6. Ensure complaints are investigated fairly and impartially, using an evidence-based approach to understand the complaint and achieve a satisfactory resolution. Ensure investigations are carried out within the Council's framework, policies, procedures and relevant legislation.
7. Accurately record, track and monitor complaints in accordance with the Council's Policy and the Housing Ombudsman's Complaint Handling Code. Ensure that all actions agreed as part of a complaint are undertaken.
8. Provide early resolution to resolve the complaint fairly and as quickly as possible.
9. Use internal guides and sector best practice insight to recommend the right levels of customer compensation that are fair and proportionate.
10. Produce reports setting out complaints, findings, recommendations and lessons learnt from complaints and recommend strategic solutions to improve service delivery to residents. Support managers on how recommendations and improvements can be implemented.
11. Build effective working relationships and act as an ambassador and advocate with colleagues and external stakeholders.
12. Support the Complaints and Compliments Officer to obtain information required for stage 2 complaints and Ombudsman enquiries.
13. Accurately record, track and monitor feedback and compliments on relevant systems.
14. Present complaints insight and learning to residents in an appropriate format when required.
15. Proactively seek best practice to enhance the service and the role. Keep abreast of changes in policy, regulation and legislative requirements.
16. Comply with Information Governance requirements as the post holder will be handling sensitive information on a daily basis.
17. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

### **DESIGNATED CAR USER**

A designated car user status has not been attached to this post.

**SPECIAL CONDITIONS**

Evenings and weekend work may be required from time to time.

**RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

**NOTE**

The above job description sets out the main responsibilities of Complaints Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.