

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Chief Executive's Office

DIVISION: Corporate Services

JOB TITLE: Complaint Resolution Officer (Corporate)

ROLE PROFILE

Job Title:	Complaint Resolution Officer (Corporate)
Department:	Corporate Resources and Customer Services
Division:	Corporate Services
Grade:	Grade 9

Hours (per week): 36

Reports to: Complains Manager (corporate)

Responsible for: No direct reports

Role Purpose and Role Dimensions: Effective investigation and management of stage two complaints for all non-statutory services; management of Statutory Stage 2 Children's Services and management of Housing Ombudsman and Local Government and Social Care Ombudsman enquiries and complaints. This includes providing insight to services and delivering training on complaint handling.

Commitment to Diversity: The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects individual and collective responsibility for championing the Council's diversity agenda and for all employees to understand, comply with and promote it's policies in their own work.

Ensure personally and through others that the Council meets its statutory obligations in relation to all aspects of equalities legislation.

Key External Contacts:

- Members of the public
- Local Government Ombudsman (LGO)
- Housing Ombudsman
- Other local authorities
- Local government improvement and development
- London Councils
- Suppliers of goods and services

Key Internal Contacts:

- Customer services management team
- Senior and operational managers in Social care, Housing and all other Directorates
- Staff across all other service areas

- Legal services
- Elected members

Financial Dimensions:

There are no financial duties associated with this role.

Key Areas for Decision Making:

Investigation and resolution of complaints

Other Considerations:

Data Protection & Confidentiality

- Be aware of the council's responsibilities under the Data Protection Act (1998) for the security, accuracy and relevance of personal data held on such systems and ensure that all administrative and financial processes comply with this.
- Maintain client records and archive systems, in accordance with departmental procedure, policy and statutory requirements.
- Understand and use best practices for information security at all times.
- Maintain an up-to-date knowledge and understanding of council policy and guidelines regarding information security.

Commitment to the environment

- Seek opportunities for contributing to sustainable development of the borough, in accordance with the council's green commitment. In particular, demonstrate good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in management of the service provision.

Commitment to values

In consultation with our employees and stakeholders, we have published the Council's values. All leaders across the Council are expected to champion these values and show values in practice throughout every aspect of their work.

Is a satisfactory disclosure and barring check required?

No

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

Yes

**Key Accountabilities and
Result Areas:**

Key Elements:

**Co-ordinate
investigations
for all non-
statutory
services and
responses for
stage two
complaints**

Check validity of complaint to ensure that adequate information is available before instigating an investigation.

Analyse and evaluate information to ensure that the complaint falls within the jurisdiction of the council, sign-posting customers to other organisations if applicable.

Ensure that all escalated Stage 2 complaint investigations are carried out in a timely, rigorous and effective manner, in line with policy and both sets of Ombudsman codes.

Identify appropriate investigative method/s to use such as review of files, interviewing staff, speaking to customers, visiting site areas etc. which may be required to ensure a thorough and robust investigation is undertaken.

To ensure that the customer is heard and all eligible elements of the complaints are fully and thoroughly investigated.

Effectively challenge where you have concerns with the quality and/or scope of the investigation.

To consider resident vulnerability and any additional impact that any failings identified may have had

To co-ordinate the response to complex complaints, raise any complex cases to case conference and ensure multi-team responses where appropriate.

Clearly determine outcome/s of a complaint including any suggested recommendations.

Draft responses setting out any complex arguments in well written, plain English, on behalf of relevant Corporate Director.

To support in the continuous improvement of complaint recording, management and reporting processes, ensuring all complaints and relevant learning and improvements are accurately recorded on the Council's complaint management system.

Set up meetings with the senior complaint resolution officer, where appropriate, relating to cases in these service areas, ensuring investigations are supported with any necessary administration and information

To ensure consistency of responses to customers through sample testing, provision of templates and coaching

Ensure excellent record keeping, for audit purposes, in line with best practice, organisational and data requirements

Co-ordinate investigations for all Statutory Stage 2 Children's complaints

Appoint Independent investigators and Independent Persons to investigate the customers complaint at Stage 2.

Provide all necessary documentation confirming appointment, ensuring that all investigators are aware of the personal responsibilities relating to GDPR.

Maintain communications with the investigators and obtain all documentation and information as requested to assist in their investigation

To formulate adjudication responses on behalf of the Director, along with apology letters where appropriate.

Support in the co-ordination of ombudsman complaints in relation to all services

Acknowledge receipt and request relevant information from service areas.

Co-ordinate full responses to Ombudsman enquiries in line with the required process.

Disseminate enquiry letters, decisions and action requests to Senior Management within the relevant services.

Co-ordinate and evidence of completed actions within the required deadline to satisfy Ombudsman determinations.

Contact service managers, asking for further clarification or information where needed.

Assist services in ensuring that full and clear responses are provided to Ombudsman cases, with all relevant information obtained.

Maintain positive relationships with both Ombudsman and link officers.

Disseminate best practice throughout the council on complaint management and improving the customer experience

Provide consistent and high quality advice to officers across the Council.

Promote a positive culture across the council in respect of complaint management, including ownership and accountability.

Develop positive working relationships with services, partner organisations and external agencies.

Work with services to identify training needs both in relation to effective complaint management and in using the InFreedom system.

To support and contribute to the customer learning meetings and complex case forums to continually improve complaint management and resident experience.

Working with the rest of the complaint resolution team to deliver high quality training to officers and members on all aspects of complaint case management.

Develop and deliver course materials that adhere to council standards.

Work with rest of complaint resolution team to ensure that any changes to legislation or complaint handling procedures are reflected in any training and the complaint handling toolkit.

To identify and escalate significant potential risks associated with complaints to relevant senior managers.

Contribute as an effective and collaborative member of the customer strategy and Learning from Complaints

Participate in the ongoing development, implementation and monitoring of the wider service plan.

Champion the professional integrity of the Resident Access Division.

Champion professional development in complaint resolution skills and knowledge development across all of customer services.

Actively share feedback across the team, both positive and constructive criticism, on complaint resolution practices and behaviour

To ensure that any learning from complaints is fed back to the business area to inform service improvement.

Support wider divisional, departmental and corporate projects and initiatives.

Oversee and monitor the learning actions to implementation.

Contribute to learning reviews with key stakeholders following Stage 2 and Ombudsman decisions.

Actively challenge existing/established ways of working and work towards establishing a customer-focused culture across the whole organisation.

Ensure where staff misconduct is indicated that the relevant Head of Service and HR business partner are informed.

Ensure you are continuously aware of your Safeguarding responsibilities to Children and Adults and make any necessary referrals.

Note: This is a description of the duties and responsibilities of the post at the date of publication. The duties may change over time as requirements and circumstances change. The person in post may also have to carry out other duties as may be necessary from time to time.

Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
-

- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

- Job Title:** Complaint Resolution Officer – Assistant Chief Executive Department
- Essential knowledge:**
- An understanding of any legislative framework and government guidelines for handling complaints relating to areas such as benefits, Council Tax and Housing.
 - Working knowledge of best practice in handling complaints and customer feedback
 - Up-to-date knowledge of service improvement in other local authorities and changes in legislation that affect key services
 - Intellectual capacity to demonstrate or acquire an understanding of the broader operating context of the Council
 - Evidence of ongoing and relevant professional development
- Essential skills and abilities:**
- Strong oral communications skills using a range of methods, including delivering presentations
 - Strong written skills, providing clear and unambiguous reports on complex issues and not use jargon
 - Excellent judgement when handling complex and/or sensitive cases
 - Ability to manage and deliver a range of complex projects, tasks and activities
 - Practical problem solver, with a focus on efficiency, value for money and the effective management of conflicting priorities
 - Ability to demonstrate resilience when facing contradicting priorities or demanding workloads
 - Good facilitation skills
 - Creative and innovative with ideas and approach
 - Ability to build and maintain strong relationships at all levels
 - Ability to influence at all levels of the organisation – and unafraid to constructively challenge
 - Able to process and analyse a broad range of data quickly and effectively
 - Outstanding ability to work well in a team
 - A determination to deliver a high quality of service
 - A positive attitude to change
 - A consistently positive attitude to change
 - Excellent organisational skills
- Essential experience:**
- Complaint handling experience (or the ability to clearly demonstrate transferable skills)
 - Experience of working closely with different levels of staff up to an including chief executive level, gaining credibility across all levels
 - Experience of dealing with members of the public in sometimes stressful situations where their expectations cannot always be met
- Special conditions:**
- Required to work outside of core hours, including evenings, as needed
-

- Expected to attend meetings and conferences outside of the borough, as appropriate
 - Proactive approach to networking and involvement in social events both within the customer services division and outside of the organisation
-