

Job title: Complaints Lead

Line manager: Team Leader

Grade (if applicable): 4



Role purpose:

The primary objective of the Complaint Lead role is to thoroughly, efficiently, and effectively fully investigate and resolve complaints raised by residents at the earliest opportunity, ensuring fair resolution, whilst adhering to the guidelines outlined in the Housing Ombudsman Complaints Handling Code. This role plays a crucial part in fostering a positive complaint handling culture, driving service improvements, and maintaining positive landlord-resident relationships.

Key results:

Understanding of Complaint Handling Code: The Complaints Investigator must have a comprehensive understanding of the Housing Ombudsman Complaints Handling Code to ensure compliance and fair resolution of complaints.

Effective Communication Skills: Excellent verbal and written communication skills are essential for effectively engaging with residents and stakeholders, articulating responses, and documenting complaints and resolutions.

Analytical and Investigative Skills: The role requires the ability to analyse complaints, gather relevant information from various sources, and conduct impartial investigations to determine appropriate resolutions.

Adaptability and Discretion: The Complaints Investigator should be able to adapt complaint handling approaches to meet the diverse needs of residents and exercise discretion where necessary, ensuring fair and reasonable outcomes.

Time Management and Prioritisation: Strong organisational skills are necessary to manage multiple complaints concurrently, prioritise tasks, and adhere to prescribed timelines for complaint resolution.

Empathy and Sensitivity: Demonstrating empathy and sensitivity towards residents' concerns and grievances is crucial for fostering positive relationships and ensuring residents feel heard and understood throughout the complaints process.

Conflict Resolution Skills: The ability to handle conflicts calmly, impartially, and diplomatically is vital for resolving disputes between residents and landlords effectively.

Knowledge of Legal and Regulatory Framework: Familiarity with relevant laws, regulations, and best practices pertaining to housing, complaints handling, and residents' rights is important for providing accurate information and guidance to both residents and internal stakeholders.

Success metrics:

- Providing stage one responses within deadline 90% of the time
- Stage one resolution rate of at least 85%
- Quality Scores achieve pass
- Team Customer Satisfaction score of 50%

About you:

You will be:

Resilient: Having the capacity to remain resilient and composed when handling challenging or emotionally charged situations, maintaining professionalism and integrity at all times.

IT Proficient: Basic proficiency in relevant IT tools and software for documentation, data management, and communication purposes.

Version Date:

Signed off by:

Teamwork and Collaboration: Able to collaborate effectively with internal teams, including senior management, complaints officers, and other relevant stakeholders, to facilitate prompt and effective complaint resolution.

Continuous Learning: Proactive in your approach to continuous learning and professional development to stay abreast of changes in legislation, best practices, and evolving complaint handling techniques.

You will have:

Previous Experience in Complaints Handling: Prior experience in a role involving complaints management, customer service, or dispute resolution is preferred, ideally within a housing or similar context.

Excellent Communication Skills: A strong customer service orientation with a commitment to delivering high-quality services and resolving complaints satisfactorily for residents.

Customer Service Orientation: A strong customer service orientation with a commitment to delivering high-quality services and resolving complaints satisfactorily for residents.

Attention to Detail: Meticulous attention to detail is necessary for accurately documenting complaints, tracking progress, and ensuring compliance with procedural requirements.

Version Date:

Signed off by: