

Bournemouth, Christchurch and Poole Council
JOB DESCRIPTION

SERVICE UNIT: Children's Services – Quality and Commissioning

JOB TITLE: Complaints Officer

RESPONSIBLE TO: Complaints Manager

MAIN PURPOSE

- To represent and act on behalf of the Complaints Manager to support the Complaint and Representations Procedure across Bournemouth, Christchurch and Poole Children's Services .
- Supporting the Complaints Manager to ensure that the complaints procedure reflects current and up-to-date legislative requirements and good practice guidance. Supporting when appropriate service reviews arising from complaints and representations.
- To take the lead responsibility for informing the Complaints Manager and others of complaints and representations activity to provide periodical statistical reports and analysis.

MAIN RESPONSIBILITIES

1. To be responsible for the receipt, validation and registration of complaints. Advising customers on a wide range of issues, including those of a more complex nature. Providing advice, assistance and information as appropriate, identifying and resolving problems and judging when to refer or involve others. Resolve queries independently and recommend alternative sources/courses of action without reference to others and assisting with complaint resolution.
2. Ensure that complainants and/or representatives and staff are provided with appropriate advice, support and outcome information during the process of the complaint and ensure that service users, their families and carers are able to make complaints and representations in whatever media or language they use.
3. Independently make individual decisions on complaints at Stage 1, including taking details of the complaint, creating an acknowledgement letter and summary, and recording the details of the complaint. To support the arrangements and take responsibility for the administration of Stage 2 complaints investigations and Stage 3 complaint review panels, ensuring that timescales are observed and comprehensive summaries of meetings are maintained.
4. To support the independent investigation process at Stage 2 including liaising with managers and staff within Children's Services or outside agencies as appropriate.
5. Monitor deadlines, actions and recommendations for complaints at Stage 1, 2 and 3 using a case management system and including arranging meetings with Independent Investigating Officers, liaising with the Ombudsman and clerking the Complaints Panel meetings.

6. To assist the Complaints Manager in identifying good practice and legislative requirements, and ensuring that these are maintained within the procedure, including advising senior management on practice developments.
7. To be responsible for monitoring, recording, reviewing and providing statistical data to the Complaints Manager on complaints and representations activity and identifying any issues for further investigation.
8. To process and oversee the handling of complaints made under the Children's Services Complaints Procedures and supporting the development of the complaints procedures in line with good practice.
9. To contribute to and support the Complaints Manager in the implementation, establishment and management of effective policies and procedures within Children's Services regarding complaint management.
10. To maintain, review and update all information for the public and for internal staff on procedures for Children's Services complaints, including hard copy leaflets, web pages and template letters. To be responsible for maintaining accurate electronic and hard copy records of complaints, data, statistics and files, and to ensure regular archiving is carried out to keep information as up to date as possible.
11. To provide an efficient, effective and comprehensive administration and customer service support to maximise service quality and continuity, maintaining confidentiality at all times.
12. To undertake such other duties as may be required from time to time commensurate with the level of the post.
13. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

PERSON SPECIFICATION

ATTRIBUTES & CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
EXPERIENCE <ul style="list-style-type: none"> Significant experience of innovative, high quality customer care including complaints handling and complex customer service queries Significant experience of working proactively with stakeholders at all levels and achieving demonstrably good results Demonstrable experience of working in an environment where confidentiality, GDPR and Fof compliance is understood Change management and service review experience 	Essential Desirable Essential Desirable	Application Form Interview References
QUALIFICATIONS / TRAINING <ul style="list-style-type: none"> NVQ Level 3 Customer Services or equivalent experience Complaints training 	Essential Desirable	Application Form Certificates
APTITUDES /ABILITIES <ul style="list-style-type: none"> Excellent interpersonal, clear communication and literacy skills, both written and verbal Quick to establish credibility and work with service users, carers, senior managers, staff and partner agencies A creative approach, able to discern and evaluate the key elements of a complaint, problem solve and aid resolution Able to present reports/information in a way that meets statutory requirements and is innovative and user friendly. Able to set up/maintain highly effective monitoring systems Ability to pay strict attention to recording detail enabling accurate reporting to the Complaints Manager Able to work autonomously, prioritising a workload comprising many different elements and priorities to meet statutory deadlines and equally work effectively as part of a team 	Essential Essential Essential Essential Essential Essential	Application Form Interview References
KNOWLEDGE <ul style="list-style-type: none"> Confident with Microsoft Office applications Knowledge of complaints/customer feedback processes and case management systems 	Essential Desirable	Application Form Interview
ATTITUDE / MOTIVATION <ul style="list-style-type: none"> Confident in own judgement and able to promote their views Caring, understanding and patient demonstrating a commitment to listen to others and be flexible Diplomatic, objective, tenacious, an attention to detail Resilience, with the ability to relate empathetically to customers who are likely to be distressed or angry 	Essential Essential Essential Essential	Application Form Interview References

OTHER FACTORS <ul style="list-style-type: none"> • The post might require occasional working out of hours to attend meetings • Basic Criminal Records check 	Desirable Essential	Application Form Interview Satisfactory DBS Disclosure
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