

Complaints Investigator

Role profile

Department	Customer Experience		
Job number		Reports to	Customer Complaints Manager
Date effective	January 2022	Salary band	6

Purpose

To be responsible for investigating and resolving all stages of complaints in a fair and impartial manner. With a sound understanding of the regulatory timescales and deadlines associated with complex complaint resolution, you will be required to take case ownership and conduct a comprehensive investigation using all available information and documentation. Duties extend to dealing with all cases that are referred to the Housing Ombudsman Service. Ultimately there should be a focus on resolving complaints fairly and providing a high-level customer experience.

Key responsibilities/ deliverables

1. Provide excellent customer service when interacting with complainants either in the form of correspondence, phone or at the office, adhering to our service standards and meeting the diverse needs of the customer.
2. Demonstrate a personal commitment and responsibility for providing a highly resolution-based service, aiming to resolve complaints at the first stage.
3. Acknowledge and resolve complaints by project managing high quality responses.
4. Take ownership of a complaint from start to closure, ensuring that the customer is regularly kept informed of progress.
5. Ensure complaints are responded to in a timely and customer friendly way considering the needs of the individual residents.
6. Solve complex open and ongoing complaints.

7. Prepare comprehensive papers for stage 2 reviews using a pro-active approach, attending panel review meetings when necessary and providing expert guidance around the complaint details to aid swift resolution.
8. Provide high level written responses in line with the understanding of a regulatory approach to complaint handling.
9. Ensure that all compensation payments are processed and issued to complainants in adherence with our service standards.
10. Keep accurate notes on Dynamics (CRM) of all customer contact and details in relation to the complaint.
11. Maximise partnership-working and collaboration between all departments to provide a responsive and coordinated service to customers.
12. Work with customers, customer representatives and other partners to manage and improve our external profile and reputation for excellent complaint management and learning.

Line management

Direct reports: None

Key internal contacts

All Business Streams and Departments across the organisation.

Key external contacts

General public, residents, tenants, contractors, suppliers, local authorities, regulatory bodies, members of parliament, councilors, other housing associations and other external partners.

Operating environment/ dimensions

Budget: n/a

Expenditure: n/a

Financial authority limit: £250 (for compensation awards only)

--

Knowledge, skills, and competencies	Essential	Desirable
Qualifications/training		
Educated to GCSE level or equivalent in Math's and English (Grades A*- C)	A	
Knowledge and skills		
Experience of administering a complaints or similarly complex process and co-ordination of complaint handling or a comparable process at Board/Director Level	A/I	
Demonstrable experience of complaint handling within a regulatory environment	A/I	
Experience of managing complaints from the first stage to through to the more complex regulatory responses	A/I	
Confident approach to problem-solving ensuring matters are swiftly and satisfactorily resolved		A/T
Proven track record of delivering exceptional Customer Service	A/I	
Excellent verbal and written communication and interpersonal skills	A/T	
Great attention to detail and a results driven approach	A/T	
Ability to be assertive where necessary, saying no when appropriate whilst always remaining calm, professional and sensitive.	A/I	
Sound working knowledge and experience of IT packages/ software (Microsoft Office, Outlook, Word, Excel, CRM system) to maximise own efficiency and effectiveness	A/I	
A2Dominion values		
Caring by nature, Working better together, Thinking for tomorrow		
Competency	Essential	
Influential	X	
The ability to work with and through others to achieve organisational goals; flexes communication		

style for different audiences; demonstrates a personal confidence that engages people to listen; seeks to understand others' needs and works hard to achieve win-win outcomes; adopts versatile strategies in overcoming obstacles to getting things done; supports ideas and requests with a sound business case	
Future focused Articulates a clear and inspirational vision of the future; motivates and inspires optimism by painting pictures of what can be achieved; anticipates future needs by horizon-scanning. researches broader perspectives and encourages innovation to improve the future for our customers and our people; has a 'what's possible' mind-set; develops capability for the future.	
Engaging Gets the best out of individuals by understanding what motivates them; has good self-awareness on how their behaviour impacts others and modifies accordingly; has a strong leadership 'brand' that people trust and want to work with; translates organizational strategy in a way that motivates people to act; fosters a positive team environment across the organisation through collaborative working; demonstrates personal integrity at all times; is able to flex their leadership approach to individual styles and situations; shows authentic behaviours that are not compromised by personal ego.	X
Resilient Does not allow pressure to interfere with thinking, judgement or behaviour; advocates and supports change and adapts accordingly; remains calm under pressure; works on their own initiative; pursues goals despite setbacks; shows courage and tenacity in difficult situations; works hard to	X

find solutions to problems; receives feedback positively and appreciatively; does not blame others for disappointments or set-backs but focuses on resolving them in the most effective way	
Performance focused Delivers a consistently high performance; empowers self and others to make decisions and deliver results; ensures the cocreation and delivery of performance standards and goals with individuals and teams which are linked to the organisational strategy; monitors and reviews performance regularly; provides feedback and coaching to help people develop and achieve more than they thought possible; provides support and guidance; encourages joint responsibility for continuous development; addresses poor performance effectively and recognise good performance in an appropriate and timely manner	X

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen