

Job Description

Post Title: Complaints Lead Specialist AA3837

Evaluation: 611 Points

Grade: N9

Responsible to: Workforce Development and Customer Relations Manager

Responsible for: N/A

Job Purpose: To provide a customer focused complaints and enquiries service for Wellbeing, Care and Learning, including implementation and support of relevant national and local policies and statutory requirements.

Main Duties: The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

- 1 To manage the complaints and enquiries function and ensure compliance with statutory processes and responsibilities, and Directorate and corporate processes.
- 2 To develop and implement effective procedures and systems for dealing with complaints, comments and councillor and MP enquiries.
- 3 To provide briefings, guidance, training and advice to senior managers, managers, staff and commissioned services to promote best practice and ensure compliance.
- 4 To ensure that robust and efficient systems are in place to coordinate, review, manage and report on complaints that move through the stages of the statutory complaints procedures so that complaints are resolved at the earliest stage.
- 5 To fulfil the statutory role of Complaints Manager in relation to Social Care complaints for children, young people, families and adults.
- 6 To inform and brief senior officers of key and emerging issues and report outcomes of complaints and enquiries to senior officers and elected members as agreed.
- 7 To ensure that robust monitoring and reporting systems and processes are in place to meet statutory requirements and support Directorate and Divisional planning, performance management and reporting arrangements.
- 8 To monitor the implementation of change arising from complaints and customer experience, and ensure that lessons learned from complaints are used to inform and improve practice, and incorporated into relevant guidance and protocols.

- 9 To commission independent persons, investigations, panel chairs and members and advocacy relating to complaints, utilising internal and external resources as required.
- 10 To undertake investigation of complex and demanding complaints where appropriate.
- 11 To work with a range of partners as required, including legal services, other local authorities, Local Government Ombudsman, Council's insurers and independent social care providers.
- 12 To work with others to produce accessible information for customers regarding how to make complaints or comments about our services.
- 13 To advise, guide and mentor operational staff dealing with complaints and enquiries.
- 14 To monitor invoices related to use of Independent Complaints Officers and associated costs, and to record the expenditure in accordance with Directorate and Corporate financial procedures.
- 15 To lead and work with others as appropriate to develop or amend the complaints policies/procedures to meet changes in external regulations and to give advice and guidance as needed.
- 16 To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.