



Ipswich Borough Council Job Description:

Quality Assurance Complaints Officer

Main Purpose of Job

To oversee and manage the allocation of formal complaints requiring investigation and written response to ensure assessment and categorisation is fair and consistent, copy editing and quality assuring draft responses to ensure all points of the complaint have been addressed.

To support the delivery of training to Complaint Champions and all stakeholders involved in complaint handling, including guidance on best practice response and root cause analysis techniques.

To support the production of in-depth corporate reports for the Central Management Team each quarter, ensuring all key data is scrutinised and presented to encourage continuous performance improvement across the authority.

To monitor the Council's internal Complaints management system, including timeliness and quality of responses, to ensure best practice and statutory requirements are being adhered to and that customer engagement is consistently professional and compliant with both internal policy and procedure and wider statutory requirements.

Main Duties

1. Act as the first and main point of contact for the Council for queries regarding any comments, compliments or complaints received, including managing the assignment and redirection of cases to Complaint Champions,
2. Support the delivery of training to all Complaint Champions, Heads of Service and other key stakeholders to ensure customer-focused outcomes at all levels of complaint handling, including complaints escalated to both the Housing Ombudsman (HOS) and Local Government and Social Care Ombudsman (LGSCO), instilling positive Champion culture and building confidence in the competent use of the Council's internal Complaints management system.
3. Quality assure complaint Stage 1 responses drafted by Complaint Champions to ensure all points have been addressed within the response, that letters meet our internal standards, necessary adjustments around accessibility have been made, and that correspondence is compliant with both statutory legislation from regulatory bodies and the Council's Corporate Strategy and Complaints Policy.

4. Coaching to ensure best practice is being demonstrated by all complaint handlers and that customer engagement is consistently professional, escalating cases of non-compliance to the relevant Complaint Champion, Head of Service, Assistant Director or Senior Lead Person where necessary and appropriate.
5. Monitor and collate data, including lessons learned, trends and core performance figures, in monthly quarterly and annual reports for the Senior Lead Person (Assistant Director of Operations), the Portfolio Holder, Central Management Team and other relevant senior officers.
6. Develop, improve and lead on procedures, practice and policy, adopting an innovative approach to continuous improvement for quality assurance monitoring processes, and collaborating with Performance and Project Officers and Heads of Service to process map and reengineer existing processes.
7. Monitor the internal complaints system at every stage for quality assurance, ensuring complaints systems, processes and reporting are fit for purpose and up to date, escalating any technical amendments to the Performance and Project Officers to resolve collaboratively.
8. Collaborate with the Head of Customer Services and Performance and Project Officers to support the production of all relevant complaint documentation for internal and external bodies, including the statutory Annual Complaints Performance and Service Improvement Report and Self-Assessment against the Housing Ombudsman's Complaint Handling Code 2024.
9. Facilitate reasonable adjustment requirements, in line with the Equality Act 2010, for residents who need support to raise a formal complaint, including telephone appointments to take complaints verbally or assisting in reading a complaint response.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



Quality Assurance Complaints Officer

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Knowledge/ Qualifications	HNC education together with an NVQ level 3 in Customer Care or equivalent OR demonstrably equivalent abilities in delivering front line service.	Experience of complaint handling, either in Local Government or another applicable body.	Application / Interview
	Advanced knowledge of Microsoft Software, including Outlook, Excel, and SharePoint.	Knowledge of Firmstep (Granicus).	Application / Interview
	Proven computer literacy, with the ability to extract, manipulate and present data from systems.	Knowledge of statutory regulators, including the Housing and Local Government and Social Care Ombudsmen.	Application / Interview
Work related experience, skills and competencies	Proven experience of working in a customer-focused environment, demonstrating exceptional customer service skills.	Knowledge of Local Government services and structure.	Application / Interview
	Experience of working with quality / performance monitoring programmes.		Application / Interview
	Ability to analyse and compile data to produce reports.		Application / Interview
	Experience in delivering training and coaching to individuals and small groups.		Application / Interview
	Excellent administration skills, including: accuracy and attention to detail; time management and prioritisation; organisation skills; exceptional written and verbal communication skills.		Application / Interview

	Ability to work to internal and statutory deadlines for management of complaints at all stages Ability to achieve individual and team objectives and targets. Ability to understand and empathise with the needs of disadvantaged or vulnerable groups, facilitating reasonable adjustments and identifying areas of continuous improvement across all service areas.		Application / Interview Application / Interview Application / Interview
Personal skills	Proven high level of communication skills, both written and verbal. Analytical with problem-solving ability, impartial and objective judgement, and strong decision-making skills. Cross-functional working skills – able to build and maintain positive relationships. Ability to identify and support delivery of continuous improvement initiatives. Ability to work effectively with minimum supervision, managing own workload/projects and meeting deadlines. Ability to deal effectively with sensitive and confidential information.		Application / Interview Application / Interview Application / Interview Application / Interview Application / Interview