

Role Profile

Role Title: Complaints Officer

Business Area: Housing

Department/Team: Complaints

Reports to: Complaints Team Leader

Direct Reports and span of control: None

Dimensions (budget holder, level of contract/systems etc responsibility): None

Created/Reviewed date: August 2022

Role Purpose

The Complaints officer will evaluate, classify and record complaints received from customers by phone, in person, letter, digitally, email or Aster's website. The Complaints officer provides a central point of contact for customers and provides advice, support and guidance for all levels of leaders across Aster, ensuring the complaint is managed and escalated in compliance with Aster's complaints procedure. The role will require formal assessment of escalated unresolved complaints, assessing risk and making recommendations to the Complaints Team Leader and Heads of Service.

The complaints officer will manage Designated Complaints Panel reviews, liaison, interaction and communication with the Housing Ombudsman Service and support the identification of learning from complaints.

Key Accountabilities

- The management of the complaints process: Responsible for evaluating, classifying, and correctly recording complaints received from customers through all channels, in line with Aster's complaint management process and the Housing Ombudsman's complaint handling code
- Provide a central point of contact for Aster and customers, giving advice, direction and guidance to support complaint resolution, based on The Housing Ombudsman's dispute resolution principles, to minimise the risk of potential complaint investigation service failures and maladministration findings.
- Assessment of complaints including evaluation of potential risk to Aster, based against compliance with Aster's policies and procedures and the Housing Ombudsman's complaint handling code
- Direct liaison with customers at the start of the complaint process to understand and define the details of the complaint and the outcomes sought, making recommendations to leaders at all levels to support complaint resolution.
- Where appropriate, and in consultation with the service area, deal with stage 1 complaints and respond direct to the customer
- For service led complaint investigations ensuring effective and timely allocation to the most appropriate investigating manager.
- Providing direction and support to leaders across Aster ensuring the complaint is managed and progressed in compliance with Aster's complaints procedure and

Role Profile

timescales by liaising, and where required intervention, at the appropriate management level.

- Undertaking formal assessments of escalated unresolved complaints, assessing risk and making recommendations to the Heads of Service to support complaint resolution.
- Support the identification of learning from complaints, highlighting and challenging gaps in learning opportunities to improve service delivery
- The management of Designated Complaints Panel (DCP) reviews, including contact and liaison with customers, the administrative support for the review panel and supporting the DCP with liaison and interaction with Aster.
- Responsible for the case management of enquires from the Housing Ombudsman Service. Ensuring all enquires are responded to within prescribed time scales, including the preparation of full case files for Housing Ombudsman investigation and supporting the monitoring and delivery of Housing Ombudsman determination outcomes
- Ensure compensation offers are made and managed in line with Aster's compensation policy and guidelines
- Support the Head of Complaints and Service Improvement in delivering complaints training.
- Contribute toward the delivery of the team and groups complaints performance, including achieving delivery of Operational Performance Indicators, compliance with the Housing Ombudsman's complaint handling code and customer satisfaction.
- Monitor customer satisfaction returns with direct timely intervention/support to customers where required
- Attendance at regional or functional forums providing oversight of complaints performance, updates and trends supporting service areas in effective complaint management.
- Provide support and guidance to the complaint administrators, responsible for overseeing the correct logging and acknowledgment of complaints on the housing system, the recording and updating of all relevant information and appropriate systems throughout the lifecycle of the complaint.

Experience and Qualifications

- Grade A-C GCSE Standard (or equivalent), including English.
- Previous experience of dealing with customer complaints with good oral and written communication skills.
- Significant experience of being able to work under pressure and deal sensitively with challenging situations with individuals with varying needs.
- Can adopt a flexible working approach and is able to develop effective working relationships.
- Has a creative and innovative approach to problem solving.
- Ability to capture and accurately record information with experience of office based administrative procedures and practices using Microsoft products or other IT systems.
- The ability to influence or negotiate decision making towards a desired outcome where needed.
- Experience of assessing priorities and identifying potential risks.

Role Profile

- Has a flexible working approach and travel locally and regionally with the ability to work independently or as part of a team, being self-motivated with drive and resilience.