



EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

JOB TITLE: Complaints Officer

DEPARTMENT: Children's Services

LOCATION: Lewes

GRADE: [East Sussex Single Status Grade 10](#)

RESPONSIBLE TO:

Purpose of the Role:

To support the delivery of the Children's Services Complaints Policy including the statutory complaints process. This includes managing a complaints workload, recording, analysing and implementing learning outcomes, assisting with training and making improvements to internal policy and guidance, maintaining appropriate office systems, and data management systems and working with colleagues to implement to improve web content in support of the strategic development and daily functions of the service.

Key tasks:

1. To work as a member of the team to provide an effective, high quality and responsive service within statutory and departmental complaints procedures, practices and timescales.
2. To directly handle and process complaints made in person, in writing and by phone, taking high quality and accurate information about complaints whilst adhering to departmental information governance principles. This may include, where appropriate, analysing complaints, raising enquiries, performing quality assurance, drafting complaint responses, and seeking sign-off from appropriate managers.
3. To provide complaints advice and information to staff and customers. Where necessary signpost appropriately to other agencies or teams, whilst ensuring all service users and their representatives are treated with sensitivity, courtesy and respect with consideration to their individual needs and circumstances.
4. Assist the Customer Relations Manager in providing training for teams when required.

5. To validate and triage correspondence received and deal with this in an appropriate way, liaising as necessary with staff within Children's Services, other departments, agencies, members of the senior management team and external providers involved with the first stage of the complaints procedure to respond positively to complainants and within the required timescales. Support stage 2 and stage 3 complaints. Ensure best practice in responses
6. To request, record, analyse, capture improvements and inform best practice, and share learning from complaints, elected member enquiries and findings from the Local Government Ombudsman.
7. To manage a complaints caseload effectively, in accordance with policy, seeking sign off from the appropriate manager or referring issues to the Customer Relations Manager.
8. To coordinate responses to correspondence to the Chief Executive or Director from elected members, the Ombudsman or other professional bodies.
9. To assist in the preparation of regular information/reports on representations and complaints generally. Use and maintain the relevant systems in order to provide information as required from these systems and assist in the maintenance of policies and procedures, to ensure that these are up to date.
10. To ensure compliance with the Council's policies on equality and diversity and information governance.
11. To work effectively with colleagues in the team on delivering improvements to online advice, guidance, policy and content generally where there have been gaps identified through the complaints process.
12. To assist with preparation of the annual statutory report.
13. Carry out other duties as required by the Customer Relations Manager.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

Essential key skills and abilities

These criteria will be assessed at the application and interview stage

- Good interpersonal listening and communication skills in all channels. Ability to communicate at all levels, including with managers, officers, partners, members and the general public.
- Able to understand, explain and apply customer need requirements in a sensitive manner, clearly and succinctly, with customers who may be under stress.
- Ability to analyse complex information and take appropriate action.
- Confidentiality.
- Organisational skills, taking personal responsibility for meeting targets, managing work priorities flexibly in order to meet changing circumstances and deadlines.
- Ability to work under own initiative and as part of a team, seeking guidance as and when appropriate to solve problems.
- Numeracy.
- IT skills including Microsoft Excel, Word, Outlook.

Essential education and qualifications.

These criteria will be evidenced via certificates, or at interview

- QCF Level 3 or equivalent level experience.

Essential knowledge

These criteria will be assessed at the application and interview stage

- The Children's Services Department and the services it provides.
- An understanding of complaints procedures and principles.
- An understanding of data protection and equalities legislation.
- An understanding of responsibilities in relation to staff management.

Desirable knowledge

These criteria will be assessed at the application and interview stage

- The relationship between Children's Services and other departments and agencies.

Essential experience

These criteria will be assessed at the application and interview stage

- Proven experience of delivering high quality customer-oriented services and/or complaints work.
- Experience of working within a social care, health or similar setting.
- Report writing
- Collection, analysis and clear presentation of data and information.
- Experience of working as part of a team.

Date (drawn up): Modified January 2022

Name of Officer(s) drawing up person specifications:

Job Evaluation Reference: 11236

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Function	Applicable to role
Using display screen equipment	Yes
Working with children/vulnerable adults	Yes
Moving & handling operations	No
Occupational Driving	No
Lone Working	No
Working at height	No
Shift / night work	No
Working with hazardous substances	No
Using power tools	No
Exposure to noise and /or vibration	No
Food handling	No
Exposure to blood /body fluids	No