

# Complaints Root Cause Analyst

Operations > Customer Experience > Complaints Service

## What's it all about

The Complaint Root Cause Analyst will provide valuable insights and recommendations to drive organisational learning and continuous improvement. This is an exciting new role that will be part of the Complaints Service and will help the business to address underlying issues, learn the lessons, prevent recurrence of complaints, and enhance overall customer satisfaction.

## How you'll make a difference

You will play a critical role in driving organisational learning and continuous improvement by uncovering the underlying causes of customer complaints and facilitating the implementation of corrective actions. Your ability to conduct thorough investigations, analyse data effectively, and communicate insights clearly will contribute to enhancing customer satisfaction and driving operational excellence across the organisation.

## How you'll do it

- Analyse complaint data to identify patterns, trends, and potential root causes underlying customer dissatisfaction.
- Collaborate with cross-functional teams, to gather insights and perspectives on complaint issues.
- Evaluate contributing factors including process deficiencies, communication breakdowns, and customer expectations to determine root causes accurately.
- Proactively identify opportunities for process improvement based on complaint analysis findings, industry best practices, and benchmarking data.
- Champion a culture of continuous improvement by advocating for the adoption of innovative solutions and the

sharing of knowledge and complaint insights across the organisation.

- Participate in cross-functional teams and process improvement projects to drive systemic changes and enhance customer satisfaction.
- Collaborate with operational teams to develop and implement corrective and preventive actions (CAPAs) to address root causes and prevent recurrence of complaints.
- Monitor the effectiveness of CAPAs through follow-up assessments, metrics tracking, and periodic reviews.
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements – TBC

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please refer to the framework. [\(LINK\)](#) This role is at **staff** level

### **Essential knowledge, experience and skills including qualifications and professional membership**

- Previous experience in root cause analysis, quality assurance, or process improvement roles preferred.
- Proficiency in root cause analysis methodologies and tools, as well as data analysis techniques.
- Strong analytical skills with the ability to interpret complex data sets, identify patterns, and draw actionable insights.
- Excellent communication skills, including the ability to present technical information clearly and persuasively to diverse audiences.
- Detail-oriented with a focus on accuracy and precision in documenting findings and recommendations.
- Project management skills and experience leading cross-functional initiatives are advantageous.
- Knowledge of regulatory requirements and standards relevant to complaint management is desirable