



Complaints Reviewer



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> Customer Experience > Complaints Service

What's it all about

The Complaints Reviewer is a specialist role within the Complaints Service, responsible for dealing with stage 2 complaints. You will ensure that complaints escalated to stage 2 are thoroughly reviewed, fairly assessed and resolved in line with regulatory requirements and best practice. This role requires enhanced knowledge and expertise to critically evaluate investigations at stage 1 of the process, advise on appropriate compensation levels, and provide key insights and learning from stage 2 reviews to improve first-stage resolution rates and prevent complaint escalations.

How you'll make a difference

You will be responsible for conducting comprehensive reviews of stage 2 complaints, assessing the quality and rigor of investigations completed at stage 1 and determining whether complaints have been handled fairly for our customers. You will be empowered to make independent decisions on complaint outcomes, mitigate organisational risk, and ensure that reviews are conducted with appropriate rigor to withstand external scrutiny whilst maintaining positive customer relationships.

How you'll do it

- Lead on reviewing stage 2 complaints, conducting thorough assessments of stage 1 investigations to ensure they have been comprehensive, fair and compliant with regulatory requirements
- Advise on the appropriate level of rigor required for stage 2 reviews, ensuring investigations are proportionate to the complexity and significance of the complaint
- Make independent, evidence-based decisions on complaint outcomes, compensation levels and other remedies in line with organisational policy and regulatory guidance
- Ensure all stage 2 reviews are completed within regulatory timescales and meet the standards set out in the Housing Ombudsman Service Complaint Handling Code
- Take ownership of stage 2 reviews from acknowledgement to closure, keeping residents regularly informed of progress and explaining decisions clearly and sensitively
- Resolve complex, ongoing complaints through comprehensive review, identifying where service failures have occurred and determining appropriate redress
- Restore customer relationships through effective resolution recovery, fair outcomes and clear communication
- Draft comprehensive, high quality response letters that demonstrate a thorough review, balanced decision making and clear reasoning.
- Maintain accurate and detailed records on the organisation's CRM system of all customer contact, evidence reviewed and decisions made in relation to complaint
- Maximise partnership working and collaboration with operational teams, service managers and other departments to provide responsive and coordinated complaint resolution
- Work effectively with colleagues across the Complaints Service to maintain consistency in approach and share best practice
- 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 - at least two days a week in an office. On other days, working from home may be possible, depending on the work needed and the interaction required.



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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
- Inclusive
- Progressive
- Empowered
- Dependable

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

Essential knowledge, experience and skills including qualifications and professional membership

- Demonstrable experience of complaint handling within a regulatory environment, managing cases through to resolution
- Proven experience reviewing the quality of complaint investigations and assessments conducted by others.
- Experience working with compensation frameworks and making evidence-based decisions on appropriate redress levels
- Excellent written communication skills with the ability to draft comprehensive, clear and balanced response letters and reports for senior audiences
- Advanced analytical skills with the ability to assess investigation quality, identify gaps in evidence and determine appropriate next steps
- Demonstrable experience of decision-making ability with sound judgement on complaint outcomes, compensation levels and organisational risk

- Ability to work independently, taking ownership of complex reviews and making autonomous decisions within policy parameters.
- Intermediate IT and systems skills including Microsoft office