

Head of Complaints



Working better together
for our residents

> Operations Directorate > Customer Experience

What's it all about

Working in the Customer Experience Directorate to deliver best in class customer experience to all residents, through high quality complaint management and identification of trends & voice of customer.

How you'll make a difference

The Head of Complaints will play a pivotal role in elevating customer satisfaction. They will own, lead & enhance the end-to-end complaints journey, ensuring a seamless and transparent process for all customers involved. By establishing strong connections with regulators and the ombudsman, they will keep the organisation compliant with industry standards while leveraging their insights to drive continuous improvement.

In their capacity, they will implement robust mechanisms to identify systemic issues and emerging trends including building a voice of customer programme. Through data analysis and customer feedback, they will be adept at spotting patterns and conducting root cause analysis, enabling the organisation to address underlying challenges and enhance overall operations proactively.

How you'll do it

- Develop and implement a comprehensive complaints management framework and central complaint's function, outlining clear procedures and responsibilities for handling customer complaints from initiation to resolution. Including triaging mechanisms, assessing risk and ensure tracking and oversight of complaints.
- Establish regular communication channels with regulators and the ombudsman, fostering collaborative relationships to stay informed about industry standards and best practices.
- Conduct thorough data analysis and maintain comprehensive complaint records, identifying patterns and trends to address systemic issues.

- Lead cross-functional teams in conducting root cause analysis for escalated complaints, driving process improvements and preventing recurring problems.
- Responsible for Quality Assurance to ensure that complaint resolutions align with standards set.
- Create a feedback loop with various departments to share insights from complaints, enabling proactive adjustments to products, services and policies.
- Support a customer-centric culture, encouraging employees to take ownership of complaint resolution and see feedback as an opportunity for growth.
- Lead on building and aggregating customer feedback through direct, indirect and inferred data to story tell where we need to be focussing and prioritising.
- Present periodic reports and recommendations to senior management, advocating for customer-centric initiatives and investments to enhance the overall customer experience.

Essential knowledge, experience and skills

- In-depth understanding of complaints management frameworks and best practices.
- Extensive experience in handling complex complaints and leading the end-to-end complaint resolution process.
- Strong analytical skills to identify trends, conduct root cause analysis and drive continuous improvement initiatives, including voice of customer architecture & build.
- Exceptional communication and interpersonal skills to build rapport with customers, regulators and internal stakeholders.
- Proven ability to collaborate effectively with cross-functional teams and inspire a customer-centric culture within the organisation.
- Familiarity with relevant regulatory requirements and the ability to maintain compliance with industry standards.