

# Complaints Investigator



Working better together  
for our residents

## Operations > Customer Experience > Complaints Service

### What's it all about

As a part of our new complaints service you will make sure we listen to residents about what has gone wrong and get better at resolving their issues and rebuilding relationships. You'll make sure we understand the cause of the problems and work with colleagues in the wider organisation to embed learning to improve the overall service to and experience of all our residents.

### How you'll make a difference

You'll be responsible for investigating and resolving complaints in a fair and impartial manner. With a sound understanding of the regulatory timescales and deadlines associated with complaint resolution, you will be required to take case ownership and conduct a comprehensive investigation using all available information and documentation.

You will be empowered and encouraged to be able to make decisions independently, mitigate risk for the organisation, and restore the customer relationship.

### How you'll do it

- Provide excellent customer service when interacting with complainants either in the form of correspondence, phone or at the office, adhering to our service standards and meeting the diverse needs of the customer.
- Demonstrate a personal commitment and responsibility for providing a highly resolution-based service, aiming to resolve complaints at the first stage.
- Acknowledge and resolve complaints by project managing high quality responses.
- Take ownership of a complaint from start to closure, ensuring that the customer is regularly kept informed of progress.
- Ensure complaints are responded to in a timely and customer friendly way considering the needs of the individual residents.
- Solve complex open and ongoing complaints.
- Prepare comprehensive papers for stage 2 reviews using a pro-active approach, providing expert guidance around the complaint details to aid swift resolution.
- Provide high level written responses in line with the understanding of a regulatory approach to complaint handling.
- Ensure that all compensation payments are processed and issued to complainants in adherence with our service standards.
- Keep accurate notes on our in-house CRM system of all customer contact and details in relation to the complaint.
- Maximise partnership-working and collaboration between all departments to provide a responsive and coordinated service to customers.
- Work with customers, customer representatives and other partners to manage and improve our external profile and reputation for excellent complaint management and learning.
- 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.

## 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. This role is at **staff** level.

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

- Demonstrable experience of complainthandling within a regulatory environment
- Experience of managing complaints or similar process from the first stage to through to the more complex regulatory responses
- Confident approach to problem-solving ensuring matters are swiftly and satisfactorily resolved
- Proven track record of delivering exceptional Customer Service
- Excellent verbal and written communication and interpersonal skills
- Great attention to detail and a results-driven approach
- Ability to be assertive where necessary, saying no when appropriate whilst always remaining calm, professional and sensitive.
- Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.