

# Complaints Root Cause Analyst

> Directorate > 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 through complaint learning. This is an exciting 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 telling the story, assisting in facilitating the implementation of corrective actions. You'll be a change champion who brings people together and inspires action. Your gravitas and credibility in the room will enable you to challenge the status quo, influence decision-makers, and secure buy-in for improvements that genuinely enhance the customer experience.

## How you'll do it

- Act as the learning voice of the complaints service, advocating for customers and highlighting critical casework to senior leadership and business stakeholders to drive awareness and action on systemic issues.
- Escalate and present high-impact complaint learning to the business, providing clear narratives and evidence-based insights that demonstrate the customer experience and business implications of unresolved issues.
- Review complaint casework from service recovery through to Housing Ombudsman Service (HOS) cases to identify patterns, trends, and potential root causes underlying customer dissatisfaction.
- Regularly share complaint insights and emerging themes to key business areas, ensuring visibility of customer pain points and building the case for root cause resolution.
- 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 - 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.

## 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

- Proven experience in root cause analysis, quality assurance, or process improvement.
- Proficiency in root cause analysis methodologies and tools.
- Project management skills and experience leading cross-functional initiatives are advantageous.
- Demonstratable experience of challenging the status quo and delivering difficult messages to senior audiences, maintaining professionalism and authority under scrutiny.
- Knowledge of regulatory requirements and standards relevant to complaint management is desirable
- Intermediate IT and systems skills including Microsoft office