| Role Structure | Role Details |
| --- | --- |
| Directorate: | Corporate Services |
| Grade: | HC06 |
| Location: | Plough Lane |
| Responsible to: | Complaints and Children’s Rights Manager |

# Job Description

# Complaints Officer

# Corporate Services

## Main purpose of the role

1. To act as a single point of contact for members of the public who wish to access information regarding the council and the services it provides, this includes;
   1. Complaints, comments and compliments
2. To assist in ensuring that all request for information that are received by the council are dealt with appropriately.
3. Monitors and confirms that appropriate systems, controls and processes are in place
4. Maintains and confirms public trust in the organisations ability to respond to information request appropriately and in a timely manner.
5. Records and monitors all forms of customer feedback through the CRM system
6. Ensure effective communication with colleagues and customers is maintained at all times.
7. To support the Complaints Manager in the Corporate Planning, of Strategies, Policy, Performance development and systems regarding access to Information.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * To be involved in developing policies and systems which encourage and facilitate users to express their views and which record these accurately and consistently. |  |
| * To be involved in establishing procedures/administrative processes in relation to information requests in line with current legislation and guidance. |  |
| * To promote awareness by customers, and staff of procedures, regarding access to information, including the production of user friendly information. |  |
| * To be involved in quality assurance, provision of information and publicity as appropriate and consult with service users and the general public about the perceived effectiveness of services. |  |
| * To be involved in developing high quality services where problems are resolved quickly and to the satisfaction of all parties without recourse to more formal procedures. |  |
| * To participate in training for staff and Managers in relation to Access to Information policy and procedure. |  |
| * Assist in the development, organisation and to facilitate training about making a request for Information. Including; complaints, freedom of Information, data protection, ect. |  |
| * To notify and consult with appropriate line managers about the further handling of the complaint and any decision that is the subject of a complaint. |  |
| * To keep a complete record of all information requests received and how they are dealt with, including ultimate outcome and notifying appropriate people and organisations in the sharing of information. |  |
| * To ensure that recourse to an independent advocacy service is available to children who are looked after, care leavers, vulnerable adults or children in need if they wish this. |  |
| * Act as Investigating Officer when appropriate. |  |
| * To provide information to Managers on a regular basis to assist in effective monitoring of services and to inform supervision and quality assurance in order to improve services. |  |
| * To identify potential problem areas in order that remedial action can be taken. |  |
| * The receipt, registration and ackowledgement of all informal and formal complaints relating to Herefordshire council. |  |
| * To negotiate and mediate, in the resolution of complaints, between customers and officers, voulntary organisations, and service-user groups and propose/ advise on changes to service delivery as part of the complaints process. |  |
| * To log all MP and Member enquiries and ensure responses are provided, within the requisite timescale. |  |
| * To analyse data on complaints and representations and other customer consultation exercises. |  |
| * To monitor the progress of requests for information and notify and advise appropriate officers when the required timescales for responding to requests are not being adhered to. |  |
| * To contribute to the development of improvements in the electronic data processing support provided to the service's activities, including the formulation of and maintanance of effective, accurate and up to date monitoring records. |  |
| * To ensure compliance with Caldicott Standards, Data Protection Act 1998, Human Rights Act 1998, and Freedom of Information Act 2000. |  |
| * To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the grounds of the protected characteristics as outlined in the Equality Act 2010. |  |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
|  | Essential | A, I |
|  | Essential | A, I |
|  | Essential | A, I |
|  | Essential | A, I |
| **Experience & Knowledge** | | |
|  | Essential | A, I |
|  | Essential | A, I |
|  | Essential | A, I |
|  | Essential | A, I |
| **Skills and Abilities** | | |
|  | Essential | A, I |
|  | Essential | A, I |
|  | Essential | A, I |
|  | Essential | A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.