

JOB SUMMARY

Post Title	Statutory Complaints Officer								
Job Family	<i>Organisational Support</i>	Pay Range	6	Line Manager to others?	No	Role profile ref	OS0 60	DMA level	
Service Area	<i>Resources,</i>								
Line Manager	<i>Corporate Complaints Manager</i>								
Location	<i>Aylesbury</i>								

Job Purpose

To be responsible for administering the effective operation of the Social Care statutory complaints and representations procedure compliant with legislation and the County Council's own complaints procedure. To ensure that areas of improvement that arise from complaints are acted upon by the relevant area and to highlight any areas of concern to senior management in line with the regulations. To work independently but supportively of the professionals providing the service and to act as single point of contact for all stakeholders.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- To ensure that all Statutory Complaints (Adults and Children's) are managed in accordance with the appropriate statutory guidance and to highlight any risks or issues relating to these to senior management.
- To be responsible for and be the formal point of contact for advice, guidance and information to service area staff at all levels on the management of complaint investigations and to similarly assist customers in the pursuit of resolution whilst considering the needs of vulnerable service users.
- In conjunction with Legal and the relevant service area, ensure appropriate responses are made to communications with the Local Government Ombudsman's office.
- To be responsible for the promotion of best practice in customer care by ensuring that feedback is provided to service teams and managers, identifying trends and learning opportunities from complaints to inform and improve future practice.
- To identify and recommend appropriate training to support service area staff at all levels on the processes and methodology of dealing with statutory complaints in accordance with statutory requirements.
- Provide assistance and manage any issues that arise including identifying any potential risks within service area, making recommendations on how to bring the issue to a satisfactory resolution.
- To record all complaints and compliments for CYP and AFW ensuring that the complaints database is kept up to date and records are accurately maintained. To also use the system to monitor workflow and tasks liaising with service area to avoid breaches in internal and statutory timeframes.
- To analyse and report the findings to all levels of staff in particular the Service Director for Children & Families and Adults & Family Wellbeing as well as those in the leadership team and Members. Produce Annual Reports as detailed in the legislation and present them to the necessary Leadership & Senior management boards and the Statutory Committee.
- Be responsible for commissioning the services of appropriate officers to undergo all independent complaint investigation. To ensure that all Investigating Officers and Independent Persons meet the legislative requirements for the investigation of statutory complaints.

In conjunction with Democratic Services, maintain the pool of members and Independent Chairmen for Review Panels. To be responsible for ensuring that the pool has received training and support to undertake their task.

- To establish, promote and develop effective relationships with the Quality Assurance Managers in children's services and adult social care so as to ensure that complaints are utilised as a service

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<p>improvement tool</p> <ul style="list-style-type: none"> To be responsible for ensuring that in the light of any legislative changes, existing policies, procedures and guidance pertaining to Statutory Complaints are updated accordingly. To ensure there is a collaborative and effective approach to complaint management within a multi-agency setting including the NHS, Advocacy services, CQC and other Local Authorities. 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Knowledge of relevant legislation and statutory guidance in relation to the statutory responsibilities of the Complaints procedure.			D
Excellent communication skills and the ability to liaise with service users, staff and managers at all levels across the Council.		E	
Ability to work sensitively with people who are distressed and/or angry		E	
Proven ability to manage and prioritise a case/work load, meet deadlines and work in a pressurised environment within the confines of legislation, local policies and other set priorities		E	
Experience of negotiation, mediation or other Alternative Dispute Resolution skills			D
Experience of devising and delivering relevant training to support the development of service staff throughout the council in the area of complaints and customer care.			D
Excellent ICT skills including all Microsoft applications and willingness to learn other information systems used by the complaints service.		E	
Experience within a customer service / complaints service		E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to degree level or relevant professional qualification or experience		E	
Customer service or complaints qualifications such as NVQ.			D
Other Requirements			
<p>The job involves travel for business purposes: Rarely</p> <p>Occasional travel to meet with complainants.</p> <p>Occasional travel to other authorities for peer group meetings.</p> <p>Occasional travel within County for training.</p>			

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Organisation Structure (optional)