



Job description

Job title: Complaints Officer

Responsible to: Admin and Compliance Manager

Purpose of the post:

- To thoroughly investigate and respond to formal complaints and compensation claims strictly in accordance with policy and procedures.
- To ensure complaint responses are fair, evidence-based and in line with the Housing Ombudsman's Complaint Handling Code.
- To contribute to continuous service improvement by identifying root causes and recommending remedial actions.
- To follow through on complaint resolution to a satisfactory outcome.

Key areas of responsibility:

1. Investigating and responding to formal complaints, ensuring you keep customers up to date throughout the process. Duties include but are not limited to:
 - Discussing complaints with customers to understand their desired outcomes and manage expectations accordingly.
 - Applying the principles of the Complaint Handling Code, including transparency, timeliness and fairness.
 - Undertaking full and thorough complaint investigations using data from specialist Housing systems and liaising with Hastoe staff and external contractors.
 - Ensuring all complaint responses are written in a professional, courteous and empathetic tone, while remaining firm and policy-compliant.
 - Ensuring Stage 1 responses include clear explanations of decisions, referencing relevant policies, procedures and evidence.
 - Responding in writing to first stage formal complaints within policy timescales.
 - Maintaining accurate records of all complaint communications, decisions and actions taken, ensuring audit trail integrity.
 - Supporting the drafting of remedies where service failure is identified, ensuring they are proportionate and in line with guidance.
 - Escalating unresolved or complex complaints to senior management or the designated Stage 2 handler.



2. Helping to resolve service failures, working with Hastoe's surveyors and providing support to arrange works with our customers/contractors, obtaining details of works that need to be followed up and updating the Housing Management System with all necessary documentation.
3. Contacting customers to provide updates and, where applicable, gather further information to assist in the resolution of service failures and formal complaints.
4. Working with senior management to help mitigate complaints.
5. Ensuring all complaint handling activity is compliant with the Housing Ombudsman's Complaint Handling Code and Hastoe's internal policies.
6. Contributing to quarterly and annual complaint reporting, including trend analysis and learning outcomes.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

Attributes	Essential	Desirable
Education and training	• GCSE English and Mathematics, or equivalent. • Willing to undertake training and development as required.	
Skills and experience	• Proven track record in delivering excellent customer service. • Proficient in the use of Microsoft Office applications (Word, Excel, Outlook, PowerPoint). Ability to use reporting tools. • Experience in drafting formal written responses that are clear, structured and defensible. • Ability to interpret and apply policy and procedural documents to complaint investigations. • Experience of managing customer complaints and delivering positive outcomes. • Understanding of the principles of fairness, transparency and accountability in complaint handling.	• Understanding of Housing complaints policies and procedures. • Good knowledge of the Housing Ombudsman's Complaints Handling Code. • Excellent overall communications skills; written and oral.
Personal qualities	• Excellent attention to detail. • Resilience and emotional intelligence when dealing with sensitive or challenging customer interactions. • Able to organise and prioritise own workload. • Able to work as part of a team. • Ability to meet set deadlines. • A positive approach to customer service (for both	



	internal and external customers). • Ability to work independently of colleagues and raising issues with senior managers as required. • Commitment to continuous improvement and learning from complaints.	
--	--	--