



Job description

Job title: Housing Complaints Officer

Responsible to: Customer Services Manager

Purpose of the post:

- To thoroughly investigate and respond to formal complaints 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 customers are kept 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, reviewing relevant policies, procedures, legislation and regulations, 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, legislation, regulation 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.
 - Processing compensation payments in accordance with policy and procedure.



- Escalating complaints when requested to the designated Stage 2 handler.
- 2. Assisting with complaint triage where necessary (prior to escalation to Stage 1). This involves analysing CRM data against the issues raised to identify any shortfalls, updating the case process and sending letters, ensuring alignment with the Housing Ombudsman's Complaint Handling Code.
- 3. Contacting customers to provide updates and, where applicable, gathering 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.
- 7. Any other duties in line with the above as required by the Customer Services Manager.

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	<ul style="list-style-type: none">• Minimum of A-Level or equivalent education.• Willingness to undertake training and development as required.	
Skills and experience	<ul style="list-style-type: none">• Proven track record in Formal complaint handling for front line customers.• Proficiency in the use of Microsoft Office applications (including, Word, Excel, Outlook, PowerPoint). Ability to use reporting tools.• Excellent verbal and written communication skills that comply with relevant policies and external regulations.• Ability to interpret and apply policy and procedural documents to complaint investigations.• Ability to interpret and clearly explain relevant Housing legislation and regulation.• Ability to interpret a residential tenancy or lease.• Understanding of the principles of fairness, transparency and accountability in complaint handling.	<ul style="list-style-type: none">• Understanding of Housing legislation and regulation.• Good knowledge of the Housing Ombudsman's Complaints Handling Code.
Personal qualities	<ul style="list-style-type: none">• Customer Inspired: A positive approach to customer service (for both internal and external customers).• Open and Transparent: Able to listen, learn and improve.• Professional: Able to take ownership of your actions and cope well under pressure.• Passionate: Able to go the extra mile to find solutions and meet deadlines.• Enterprising: Willing to seek new learning experiences.• Excellent attention to detail.	



	<ul style="list-style-type: none">• Resilience and emotional intelligence when dealing with sensitive or challenging customer interactions.• Ability to organise and prioritise own workload.• Ability to work as part of a team.• Ability to meet set deadlines.• Ability to work independently of colleagues and raise issues with senior managers as required.• Commitment to continuous improvement and learning from complaints.
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