



Job description

Job title:	Complaints and Service Improvement Officer
Responsible to:	Complaints and Service Improvement Manager
Responsible for:	N/A

Purpose of the post:

To deliver a high-quality complaint handling service in line with the Housing Ombudsman Complaint Handling Code, ensuring fair, thorough, and timely investigation of complex Stage 1 complaints, effective management of the Ombudsman portal, and robust follow-through of actions arising from complaints to drive service improvement.

Key areas of responsibility:

- Investigating and responding to complex Stage 1 complaints in line with policy, procedures, and the Housing Ombudsman Complaint Handling Code.
- Providing clear updates to residents and stakeholders throughout the complaints process.
- Gathering and analyzing evidence from internal systems, staff, contractors, and residents to establish clear findings.
- Drafting clear, accurate and customer-focused written responses, setting out decisions, remedies, and learning outcomes.
- Ensuring responses are issued within agreed timescales and quality standards.
- Identifying where complaints meet escalation criteria and supporting progression to Stage 2 where required.
- Managing cases on the Housing Ombudsman portal, including logging, updating, and maintaining accurate records.
- Acting as a key point of contact for Ombudsman enquiries, ensuring timely and coordinated responses across the organisation.
- Tracking deadlines and ensuring compliance with Ombudsman requirements and determinations.



- Supporting the preparation and submission of evidence for Ombudsman investigations.
- Monitoring and following up actions arising from Stage 1 and Stage 2 complaints, ensuring completion within agreed timescales.
- Maintaining audit trails of actions and outcomes for governance and reporting purposes as well as aiding with the prevention of reoccurring issues.
- Building constructive relationships with colleagues to promote accountability and learning from complaints.

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	• CIH Level 3 Qualification.
Skills and experience	• Proficient in the use of Microsoft Office applications. • Experience of handling complaints within a housing association, local authority, or similar regulated environment. • Experience of investigating complex customer complaints and drafting formal written responses. • Experience of working with case management systems and maintaining accurate records. • Understanding of the Housing Ombudsman Complaint Handling Code and complaint handling best practice. • Knowledge of social housing services (e.g. tenancy management, repairs, ASB – Anti Social Behavior). • Strong investigative and analytical skills, with the ability to assess complex information and reach balanced conclusions. • Excellent written communication skills, with the ability to produce clear, concise, and customer-focused responses. • Strong organisational skills, with the ability to manage competing priorities and meet deadlines.	• Experience of following up and evidencing service improvement actions. • Understanding of regulatory expectations within the social housing sector. • Knowledge of root cause analysis and continuous improvement approaches.



	• Ability to influence and challenge constructively to ensure accountability and action completion. • Good interpersonal skills and ability to work collaboratively across teams.	
Personal qualities	• 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. • Able to organise and prioritise own workload. • Able to work as part of a team. • Resilient and able to handle challenging situations professionally.	