

## Complaints Investigator (Pitsea, SS13)

Department: Contact Centre & Complaints  
Reports to: Team Leader  
Direct Reports: None

Salary: Grade 4SE



### Role purpose:

To investigate and resolve complaints raised by residents, ensuring fair and timely resolutions in compliance with the 2024 Housing Ombudsman Complaint Handling Code. The role is critical in fostering a positive complaint-handling culture and maintaining strong relationships with residents.

### Key Responsibilities:

- Conduct detailed investigations into resident complaints, ensuring all relevant information is gathered and analysed to provide fair resolutions.
- Work closely with internal teams and external contractors to gather evidence and resolve complaints.
- Ensure compliance with the Housing Ombudsman Complaint Handling Code and other regulatory requirements in all complaint-handling activities.
- Document all complaint-related interactions in the CRM system, ensuring transparency and accurate record-keeping.
- Provide feedback to management and other teams on recurring issues to drive service improvement and reduce complaint volumes.

### Success metrics:

- **Complaints Resolution:** Timely and fair resolution of complaints in line with SLAs.
- **Resident Satisfaction:** High resident satisfaction and good feedback provided.
- **Ombudsman Compliance:** Compliance with the Housing Ombudsman Complaint Handling Code.

### About you:

#### Experience:

- Proven experience in a similar role within a contact centre or customer service environment.
- Experience in a social housing or similar public sector service environment (preferred).

#### Skills and Abilities:

- Excellent communication skills, both **verbal and written**, across telephone and digital platforms.
- **Organisational and time management** skills, with the ability to deliver against SLAs.
- Proficient in CRM systems, contact centre software (Genesys), and digital communication tools.
- Demonstrable experience of working in a complaint setting.

Version Date:

Signed off by:

- Excellent knowledge of the Housing Ombudsman Complaint Handling Code.

**Personal Attributes:**

- **Customer-focused:** Passionate about delivering excellent resident service and improving the resident experience.
- **Adaptable and flexible,** able to operate in a dynamic environment with competing priorities.
- **Resilient and composed,** particularly when managing escalated or complex resident issues.