



Job description	
Job title	Complaints Manager
Grade	M
Directorate	Directorate of Corporate Resources
Section/team	Customer Liaison, Customer Services
Accountable to	Registration & Customer Liaison Manager
Responsible for	Customer Liaison Staff
Date reviewed	November 2023

Purpose of the Job

To provide an accessible, quality, customer focused complaint resolution service, supporting Council staff and service users.

Co-ordinate the Council's Have Your Say feedback scheme, adult social care complaints, children social care complaints, and contacts with the Local Government and Social Care Ombudsman.

Ensure complaint policy and procedures are understood and applied, and statutory obligations are met.

Support the Council's Data Protection Officer in the co-ordination of freedom of information requests and subject access requests.

Supervision, training and development of customer liaison staff, co-ordinating day to day resources.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Manage the administration and co-ordination of corporate complaints, comments and compliments received through the Council's Have Your Say channel.
2. Co-ordinate and support the resolution of statutory complaints for adult and children social care services, in line with The Children Act 1989 and associated regulations, and The Local Authority Social Service & National Health Service Complaints (England) Regulations 2009, ensuring all legal obligations are met.



3. Monitor risk and escalate concerns to Legal Services and Senior Officers.
4. Provide specialist statutory complaint advice, acting as a point of escalation for more complex and sensitive issues, recommending action that would be appropriate to take,
5. Ensure that complaints are investigated fairly and impartially, using an evidence-based approach.
6. Offer guidance to service users and Council officers to ensure processes and procedures are understood and correctly applied.
7. Maintain an excellent working knowledge of complaint management, legislation and regulations, keeping up to date with communications and directives from Government departments.
8. Monitor the timeliness and quality of complaint responses, reporting any areas of concern to the Registration & Customer Liaison Manager and Service area, and identify action for improvement.
9. Deliver service specific complaint training to Council staff.
10. Act as Link Officer for the Local Government and Social Care Ombudsman, co-ordinating response requirements.
11. Monitor learning from complaints and customer feedback, ensure appropriate action is taken.
12. Provide advice and guidance on complaint management to specific Knowsley schools signed up to SLA.
13. Manage the administration and co-ordination of freedom of information requests and subject access requests, in conjunction with the Information Governance Team.
14. Ensure compliance with legal obligations within the customer liaison team.
15. Co-ordinate and supervise operational day to day resources within the customer liaison team, monitoring service performance.
16. Management and welfare of staff, applying Council policies including leave arrangements, processing/verifying expense claims, sickness absence management, recruitment, one to ones, performance and development reviews, disciplinary and grievance; supported by the Registration & Customer Liaison Manager and Human Resources.
17. Contribute to the development, implementation, and monitoring of the local team plan, to ensure service objectives and targets are achieved.
18. Provide training and coaching to develop and support team members.
19. To represent the service and actively participate in any internal and external meetings, briefing sessions and presentations.
20. Regularly liaise with Council officers at all levels, to maintain effective working practices and good partnership working.
21. Assist the Registration & Customer Liaison Manager with service improvement programmes.
22. Review complaint procedures and update as required.
23. Contribute to the preparation of reports for the local authority and other groups as required.
24. Ensure the proper operation of IT systems including complaint management software, undertaking the role of system administrator.
25. To actively participate in team working, supporting colleagues and managers, promote effective communication and work flexibly.



To undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job.

Health and safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.