



Job description			
Job title	Children's Social Care – Complaints and Customer Service Co-ordinator		
Grade	K		
Directorate	Children's Services		
Service/team	Early Help and Children's Social Care		
Accountable to	MASH Coordinator with matrix oversight from Complaints Manager		
Responsible for	NA		
JE Reference	A5407	Date Reviewed	May 2025

### Purpose of the Job

This role contributes to supporting management of the Complaints and information requests function to deliver an effective and balanced response to the customer with regard to complaints and FOIs, Subject Access and Request for Disclosure requests.

The role plays a key part in ensuring that organisational learning arising from the review of complaints leads to improved service delivery and reduced risk and that, where appropriate, customer concerns are effectively addressed, whilst balancing risks to the organisation.

The postholder will monitor efficient and timely response to complaints and information requests having regard to statutory and other legal requirements.

The postholder will use their interpersonal and communication skills in dealing with what are frequently complex and sensitive situations. The post holder will evaluate information and make judgements, requiring the analysis and interpretation of facts.

The postholder will, in partnership with the practice improvement team develop effective working relationships with Senior Managers, and all staff to ensure that the complaints and information compliance process is efficient and effective.

### 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. Deliver a high-quality support function which efficiently and effectively deals with stage one Children's Statutory complaints and information requests from initial contact adhering to statutory social care procedures.
2. Use the evidence gathered to write clear and concise complaint responses, setting out recommendations for the outcome of complaints and any appropriate redress, including financial compensation, always maintaining impartiality
3. Ensure that complaints and information request responses are progressed within statutory and other agreed timescales and legal requirements and that responses are fair and proportionate, balancing the rights and concerns of the complainant with the responsibilities and policies of the authority and legislation.
4. Assist in ensuring that the complaints process effectively captures and disseminates organisational learning to improve service delivery, lower the incidence of similar future complaints and mitigates the reputational and financial risks associated with service delivery failure.
5. Assist in ensuring that common information requests are analysed and that the Council's publication scheme appropriately captures information that should be recorded as open data in order to save the Council time and resource in dealing with voluminous requests.
6. Effectively communicate highly complex and potentially challenging messages, ensuring balanced and proportionate responses which protect the authority's interests alongside the rights and expectations of complainants.
7. Ensure the delivery of an effective consistent performance and analysis service which monitors and reports on complaints and information compliance performance, and proactively influence deadlines as well as the reporting of key messages in line with current key performance indicators
8. Provide strong leadership and direction to relevant stakeholders through appropriate management to maximise performance and contribution of key objectives
9. Share knowledge and insight gathered from complaints to ensure that both best practice and areas for improvement are identified, and are used to inform future policies, processes, and service delivery
10. Demonstrate personal commitment to continuous self-development and service improvement.
11. Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.



## Knowsley Better Together – Staff Qualities



## Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

## Data Protection and Information Security

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