

JOB DESCRIPTION

Complaints Officer

Reports to:	Head of Investigations (Public Service Complaints)
Location:	Edinburgh
Job purpose:	To provide casework support to Complaints Reviewers

AREA OF WORK	COMMITMENTS/ RESPONSIBILITIES	DUTIES	COMPETENCY
CASE MANAGEMENT	Supporting managers and Complaints Reviewers (CRs) to deliver an efficient, accurate complaints investigations service.	<p>At the request of a CR or manager and with supervision:</p> <ul style="list-style-type: none"> • Assisting with case management tasks including: <ul style="list-style-type: none"> ○ making initial notifications and enquiries and providing updates to public authorities and complainants; ○ early assessment of cases at relevant case stages;ⁱ ○ proof-reading decision letters and reports; ○ reviewing submissions from public authorities to ensure all relevant evidence has been supplied, including medical records; ○ maintaining complaints on behalf of CRs, including monitoring and progressing cases; ○ supporting the analysis of evidence; ○ taking and recording calls and actioning messages where possible; ○ actioning and responding to incoming mail; ○ following up recommendations; and ○ closing cases and updating the case handling system. • With the approval of a CR or manager: <ul style="list-style-type: none"> ○ drafting and issuing preliminary view decisions; ○ contacting complainants by phone to give Duty Complaints Reviewer (DCR) decisions and to provide signposting; 	<p>Planning and organising</p> <p>Analysis and judgment</p> <p>Delivering excellent service</p> <p>Effectively communicating and managing relationships</p>

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		<ul style="list-style-type: none"> ○ drafting referrals for independent professional advice,ⁱⁱ and ○ drafting decisions for DCR at relevant case stages.ⁱⁱⁱ ● Escalating issues as appropriate to CRs and managers in order to ensure that issues are dealt with promptly, at the right level and effectively. 	
TEAM SUPPORT	Contributing to the effectiveness and success of the team	<ul style="list-style-type: none"> ● Providing support cover for Team Assistants and Advice Officers as required. ● Supporting knowledge management and sharing learning from complaints. 	Working together and valuing difference
OFFICE SUPPORT	Contributing to the efficiency of the whole office	<ul style="list-style-type: none"> ● Building strong working relationships across SPSO and with external stakeholders. ● Promoting equality and diversity as appropriate. ● Providing support cover for other teams. ● Participating and sharing expertise in working groups and projects. 	Effectively communicating and managing relationships
PEOPLE DEVELOPMENT	Managing your own performance and development and taking responsibility for supporting the development of others	<ul style="list-style-type: none"> ● Working with Manager to agree and meet clear individual objectives. ● Taking responsibility for developing own skills, knowledge and competencies through internal performance management process. ● Providing guidance, support and coaching to colleagues. ● Sharing knowledge and experience informally and through formal knowledge sharing channels. 	Developing self and others
STRATEGY	Seeking to understand and contribute to organisation goals in line with the overall objective of improving complaints handling	<ul style="list-style-type: none"> ● Demonstrating awareness of strategic objectives of the organisation and using knowledge to inform actions. ● Seek opportunities to make improvements to service and take responsibility for team initiatives as agreed with the Team Manager. ● Contribute to the SPSO response to external policy consultations. 	Being open and adaptable

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Case Management Notes (For internal use only)

- ⁱ Early assessment of cases at M1 (advice) and M2 (early resolution)
- ⁱⁱ Drafting referrals for independent professional adviceⁱⁱ on activity 1 cases
- ⁱⁱⁱ Drafting decisions for DCR, M2 and M3 stages (activity level 1 - 70 days)