

Complaints Resolution Officer

District/Department	PSD	Rank/Grade	Band C
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Role purpose:	Work as part of a team within the Professional Standards Department. To receipt, research and assess all new expressions of dissatisfaction with the force. To liaise with internal and external stakeholders to research and potentially resolve the issues raised.
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Key Accountabilities:	
<ul style="list-style-type: none"> Oversee the receipt of all new expressions of dissatisfaction, which come into the Professional Standards Department via email, letter, telephone and online reporting and make early contact with the customer to establish and fully understand the nature of the issue. Responsible for the initial research and assessment of all new expressions of dissatisfaction and liaison with the customer, staff of all ranks, supporting agencies and departments to achieve an early resolution. To ensure regular contact with customers, managing expectations and delivering a quality, impartial and informative service, ensuring a high quality customer focused approach to all aspects of the role. To communicate with customers, staff of all ranks, supporting agencies and departments to achieve an early resolution. Regular engagement with HR to ensure that the Reflective Practice process is integrated within districts and departments Responsible for the analysis and provision of performance data in relation to service recovery and lessons learned. To identify themes, trends, best practice and lessons learned from all expressions of dissatisfaction. To undertake all case management duties utilising the case management system Centurion, ensuring the maintenance of accurate and up to date records. Responsible for maintaining a good understanding of policing and policing systems. Assist with development and delivery of training to internal and external customers as required including implementation of the Phase 3 reforms early 2020. Assist PSD staff members and district/department staff with providing updates to complainants. Provide support to the PSD Command Team with key actions relating to the performance and governance of the department. 	
Competencies/behaviours	
<p>Please access the College of Policing website and refer to the Competency and Values for a definition of the values and essential behaviours for each required competency level.</p>	
Competency https://profdev.college.police.uk/competency-values/	CVF Level Level 1 – Practitioner Level 2 – Supervisor/Middle Manager Level 3 – Senior Manager/Executive
We are emotionally aware	Level 1
We take ownership	Level 1



Experience, Education and Skills: <i>Ideally between 4 and 6 of each</i>
Essential:
Experience of working in a customer focussed environment
Experience of writing reports with analytical content
Possess a high level aptitude of IT (such as Microsoft packages e.g. Word, Excel)
Recent experience of internal complaints resolutions processes
Desirable: