



JOB DESCRIPTION

JOB TITLE: Complaints Officer

TEAM & DEPARTMENT: Customer Services

SALARY: £11,505 (£26,845 FTE)

HOURS: Part-time, 15 hours per week, worked over 4 or 5 days. Minimum of 3 hours per day.

LAST UPDATED: January 2025

RESPONSIBLE TO: Booking Journey Manager

MAIN PURPOSE:

NCT is a charity committed to social justice and Equity and Diversity, believing inclusion is everyone's responsibility. We believe we all have a collective responsibility to demonstrate our commitment to celebrate diversity, challenge inequality and build an inclusive workforce and environment, so all our people can thrive, and we can best represent and meet the needs of the pregnant women, new parents, families and communities we serve.

The main purpose of the Complaints Officer role is to ensure that all complaints are handled swiftly, professionally, and empathetically within NCT's established policies and procedures. This role plays a key part in improving NCT through learning gained from complaint handling and resolution.

RESOURCES CONTROLLED

- Access to confidential information about NCT, its members, volunteers, and service users.
- Systems and tools required to log, track, and report on complaints.

JUDGEMENT AND DECISION MAKING

- Exercise sound judgement when addressing complaints, ensuring appropriate responses and resolutions in line with NCT's policies. Decisions should be made impartially, without bias or judgment, ensuring fairness for all parties involved.
- Make decisions autonomously regarding complaint handling and escalate complex cases as necessary.
- Provide recommendations for improvements based on complaint trends and insights.

LIAISON

- Work closely with the Bookings Journey Manager, the Quality Team and EDI Lead.
- Liaise with various internal teams, including Directors, Practitioners, and volunteers.
- Communicate professionally with the general public, members, and external stakeholders over the phone and by email.

AUTHORITY/SUPERVISION RECEIVED:

- Regular line management and support from the Bookings Journey Manager.
- Participate in ongoing training and development to enhance skills and knowledge in complaint handling

MAIN RESPONSIBILITIES & DUTIES:

- Ensure all complaints are logged, investigated, and resolved promptly, delivering an initial response within 48 hours.
- Communicate clearly and professionally via email and phone with members of the public, parents, and other complainants throughout the process.
- Support and guide complaint investigators, ensuring a fair and thorough process. Provide timely updates to all relevant parties, maintaining open lines of communication to foster trust and transparency.
- Draft and issue outcome and feedback reports, collaborating with other teams to drive service improvements.
- Negotiate resolutions with complainants to achieve mutually satisfactory outcomes.
- Maintain accurate and up-to-date complaint records in line with data protection regulations.
- Coordinate internal reviews for complaints that proceed to appeal.
- Provide training to staff involved in the complaints process to enhance local resolution capabilities.
- Act as an ambassador for NCT, embodying professionalism, empathy, and commitment to quality service.
- Deliver quarterly reports summarising complaint trends and recommendations for organisational improvement.
- Ensure all stakeholders understand and adhere to the complaints policy and process.

NCT VALUES:

- Welcoming - We are always welcoming, creating connections and building communities.
- Collaborative - We achieve better outcomes by working together.
- Inclusive - We ensure equity and inclusion are core to who we are and what we do.
- Bold - We are bold, brave, and progressive.
- Trusted - We provide trusted, high-quality, evidence-based information, support, and services.

SAFEGUARDING and HEALTH & SAFETY

The welfare and safety of individuals is at the heart of everything that we do. NCT is committed to safeguarding and promoting the welfare of children and adults and expects all staff to share this commitment.

DECLARATION

This job description is intended to be forward thinking and indicative rather than final and exhaustive. The listed responsibilities and key duties and tasks may develop and evolve over time and NCT reserves

the right to update and/or remove certain elements. NCT endeavours to keep substantial changes to a minimum and to promptly update this job description to take account of such developments.

PERSON SPECIFICATION:

ESSENTIAL

- A commitment to inclusivity, demonstrating respect for individuals of all backgrounds and fostering a non-judgemental, equitable approach in all interactions.
- Demonstrable experience in delivering excellent customer service.
- Strong verbal and written communication skills.
- Ability to handle sensitive situations with empathy and professionalism.
- Proven organisational and time management skills.
- Knowledge of data protection principles.
- High level of computer literacy, including proficiency in Microsoft Office.
- Ability to work independently and collaboratively within a team.
- Minimum 12 months' experience in a customer service or complaints handling environment.

DESIRABLE

- Experience working with volunteers.
- Knowledge of NCT's mission, values, and services.