

Position Description: Complaints and Feedback Coordinator

PRIMARY ROLE STATEMENT

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

The Complaints and Feedback Coordinator is responsible for the development and management of Tier 1 complaints handling services and processes under Council's Complaints Management Policy. The role is responsible for the establishment and implementation of ongoing continuous improvement initiatives relating to complaints and feedback management.

The role will continually review feedback and drive proactive change to minimise customer complaints and maximise customer satisfaction. This position will create an environment to differentiate the Council as an organisation that has an unrelenting focus on our customers.

KEY DUTIES AND RESPONSIBILITIES

- Coordinating the investigation of Tier 1 complaints by the responsible managers in accordance with the process set out in the Council Complaints Management Policy.
- *Acknowledge all requests and advise* complainants of the expected timeframe to address their complaint/s and agree on when the next update will be provided in relation to the complaint/s.
- Report findings and provide recommendations regarding complaints.
- Refer any special or serious complaints directly to the Office of the Internal Ombudsman at the first instance, or refer any matters for internal review under tiers 2 or 3 complaints to the Office of the Internal Ombudsman.
- Provide feedback to the organisation as well as the complainant on the outcome of any external investigation.
- Develop and maintain a register of complaints and liaise with relevant managers to monitor progress. A report will be generated on a regular basis and referred to the Leadership Team for information (number of complaints, details of resolutions and highlighting any patterns or trends etc). The role will also formulate and recommend improvements to systems, policies and procedures derived from analysis of complaints and disputes.
- Collate a compliance report which provides details of documents that have not been completed within designated timeframes to the Leadership Team on a regular basis and follow up with nominated staff to ensure completion.
- Facilitate staff training in tier 1 complaint identification and handling.
- Ensure all complaints are recorded in Council's Record Management System to facilitate reporting and analysing trends.
- Identify recurring or systemic problems to ensure the action or service that has been the source of the complaints can be addressed. This may be through the use of corrective or preventative actions and innovative improvements.

- Ensure all investigated complaints are followed up for quality assurance. The Complaints and Feedback Coordinator will contact the complainant following resolution of the complaint to obtain feedback regarding the process and to ensure the complainant is satisfied with the process, if not the outcome.
- Provide a statement regarding Council's performance in relation to handling complaints for the Annual Report. This will include the total number of Tier 1 complaints received by the Complaints Coordinator and the percentage classified as formal complaints.
- Finalise the complaint and advise the complainant in writing of the actions that will be taken in response to the complaint and the results of the investigation.
- Ensure the recommended action focuses on options to resolve the complaint and, if relevant, to avoid a recurrence of similar problems. The action may include changes in policies or procedures, provision of staff training or redress.
- Assist with the review, maintenance and updating of complaint management policy, processes and procedures to ensure that the Council is at the forefront of best practice complaint management.

Child Safe Organisation

Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

Fraud & Corruption Prevention

Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to Council's Internal Ombudsman in the first instance, who will notify the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

Work Health & Safety

In accordance with Council's WHS policy 2018, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have agreed to work to this policy.



We are **determined**
to succeed

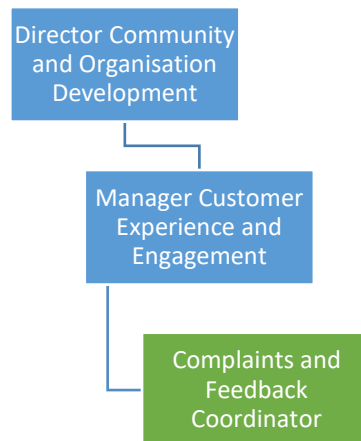


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ORGANISATION STRUCTURE



ABILITIES, QUALIFICATIONS, EXPERIENCE

Essential

- Qualifications in a related field or relevant strong experience managing customer complaints, business improvement and measurement.
- Excellent interpersonal and communication skills including a proven ability to establish and maintain cooperative working relationships with customers.
- Highly developed negotiation and mediation skills with a strong ability to gain outcomes that favour both the organisation and customers.
- Extensive experience in the identification and implementation of business improvement processes stemming from complaint data collection and analysis.
- Experience in conducting research independently, and preparing succinct reports.
- Experience in the facilitation of staff training in complaint handling to promote a culture of continuous improvement.
- Demonstrated project management skills to achieve work goals and to meet planned targets, deadlines and commitments with minimal supervision.
- Strong leadership skills including the ability to influence across the organisation.

Desirable

- Previous Local Government Experience.
- Eligible as a Justice of the Peace



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Employment Screening Required

☐ Qualifications verification

Position and Est Number	SPCC66.1, EST0276
Classification	Grade 10
Job Function Group:	Professional
Reports to:	Manager Customer Experience and Engagement
Staff Reporting Responsibilities:	Nil
Budget Responsibility:	Nil

Date:

Agreed:

Employee name

Employee signature



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