

**JOB TITLE:** Complaints Resolution Partner

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**REPORTS TO:** Complaints Resolution Team Leader

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**RESPONSIBLE FOR:** No Direct Line Management

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## Who are Accent?

We own almost 20,000 houses across the north, east and south of the country. They are home to over 35,000 customers. We exist to improve lives, providing people with high quality homes, affordably. Whatever their housing need, whether family, single, older or more vulnerable – our customers come first. They are always at the very heart of our business.

If you feel great about putting customers first, then we feel great about you joining the Accent team.

And we are a team. We live and breathe our values – we are smart, we are driven, we are caring and we are energetic – are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to improve the customer experience and make sure we keep to our promises, then you are the person we are looking for.

Come and join us and start your own journey with Accent. We aim to be number one, and you could help us get there.

Your main focus in this role is to provide a first-class customer experience through complaint handling. This will include building up relationships based on trust with our customers, carrying out thorough complaint investigations, providing clear detailed written responses and seeking customer feedback.

Complaint Resolution Partners will have specialist areas of accountability but will also be expected to work across the team to ensure all performance targets are achieved.

## Role Summary:

- Being an excellent role model of our values and expected behaviours.
- Contribute to achieving national key performance indicators associated with delivering the complaint service.
- Manage individual complaint cases in line with Accents Policies & Procedures.
- Positively engage with customers, other departments, and external stakeholders to make “make it right” for the customer. Take ownership of any resolution and ensure that we deliver the outcome we have committed to.
- Demonstrate an empathetic approach when dealing with our customers, ensuring that you are taking the opportunity to build a level of trust, maximising your opportunity to seek positive customer satisfaction.
- Ensure that the customer receives a comprehensive, clear and thoughtful response. You will carry out a detailed and active investigation to achieve this.

- Ensure that every complaint is managed in line with our timescales.
- Work in collaboration with other departments and external stakeholders to carry out in-depth investigations to fully resolve the complaint, fully utilising the system to make and collate accurate records.
- If the complaint is not upheld, apply “Inside Out” techniques to maintain the trust of the customer.
- Speak to the customer on conclusion of the complaint investigation and explain your findings. Then provide a full written response that confirms the outcome of your investigation.
- On completion of your investigation seek feedback from the customer, ensuring that you are maintaining the level of trust and demonstrate to the customer that we have actively listened to their valued feedback.
- Take pride in the complaint and ensure that you take every opportunity to transform the relationship with our customer.
- On completion of the complaint, carry out a self-assessment of your handling of the complaint, using the Quality Assurance Framework and ensure that you have completed all the actions in line with Accents Policies & Procedures and you are meeting the terms of the Housing Ombudsman Complaint Handling Code.
- On instances when the cases get escalated to Housing Ombudsman Service, you will be responsible for pulling all the evidence together.

We want our people and our customers to be proud of the services and homes we provide and you have a key part to play in this.

### What you’ll bring:

### We’ll expect you to be part of the team and deliver your service in line with our values and behaviours

#### Our Values - The principles we work by



#### Our Behaviours - The way we put our principles into practice

In order to deliver on our values, we all:

- Take ownership and have the freedom to make decisions
- Keep our promises
- Are open, honest and respectful
- Value people and celebrate their differences
- Take time to listen and are approachable
- Take pride in knowing our customers

#### The must haves:

- Strong understanding of, and passion for delivering, excellent customer experience

- Excellent customer service skills, with the ability to listen to customer and responds on objectively.
- Excellent verbal and written communication skills
- Strong attention to detail when liaising and processing customer complaints
- Experience of liaising with a wide range of customers, colleagues and contractors to ensure service standards are met or exceeded.
- Experience of working in a housing or customer service environment.
- A passion for problem solving and seeing issues through to resolution
- Ability to manage own time and workload.
- Ability to work independently and as part of a team.
- Strong IT skills; Microsoft Office is essential.

**The added extras:**

- Experience of working in a successful complaints management environment.
- Experience of working within a quality assurance framework.
- Experience of using a housing management system or similar database.
- Understanding of the Housing Ombudsman complaints.

**We all have our part to play**

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety, and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_