

Job Description

Job title:	Complaints Resolution Partner
Reports to:	Complaints Resolution Manager
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

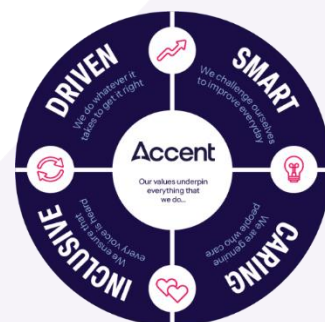
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

In this role, you will focus on providing an outstanding customer experience by managing complaints with professionalism and empathy. Your responsibilities will include investigating complaints thoroughly, offering clear and detailed written responses, and seeking feedback from customers. You will be expected to collaborate across teams, manage individual cases according to Accent’s policies and procedures, and contribute to achieving key performance indicators. Through open communication and ownership of the complaints process, you will help build trust with customers, ensuring that the resolution process transforms relationships positively.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it’s what we expect everyone to embrace and work towards in their roles.

As a Complaints Resolution Partner, you will embody these values by demonstrating ownership in every interaction. By taking pride in resolving issues and ensuring we deliver on our promises, you will help foster positive relationships with both internal and external stakeholders. Being respectful, approachable, and actively listening will allow you to enhance the customer experience and resolve issues to their satisfaction. You will work with honesty and integrity, ensuring that all complaints are managed according to established procedures and within set timelines. In doing so, you will build trust and promote a positive culture both within the team and across the organisation.



Key Responsibilities and Duties

- Build and maintain strong relationships with customers by taking ownership of complaints and ensuring positive resolutions.
- Manage individual complaint cases in line with Accent's Policies & Procedures, ensuring that each case is handled with professionalism.
- Conduct thorough investigations and provide clear, comprehensive, and well-structured written responses to customers.
- Engage positively with internal teams and external stakeholders to ensure a holistic approach to complaint resolution.
- Apply "Inside Out" techniques to maintain customer trust, even when complaints are not upheld, ensuring customer feedback is sought after every resolution.
- Ensure compliance with the Housing Ombudsman's Complaint Handling Code, supporting the collection and preparation of evidence for any ombudsman investigations.
- Self-assess the handling of complaints through the Quality Assurance Framework, ensuring compliance with both company policies and the Housing Ombudsman Complaint Handling Code.
- Maintain accurate and thorough records of all interactions, ensuring systems are updated and data is managed correctly.
- Continuously seek opportunities to improve the customer's experience by listening and acting on feedback, aiming to transform relationships wherever possible.
- Using complaints as opportunity to understand the root cause and seek the opportunity to learn and improve. Actively contribute to meeting individual and team performance indicators, ensuring complaints are resolved within agreed timescales.

The must haves:

- Excellent customer service skills, with the ability to listen and respond objectively.
- Excellent verbal and written communication skills.
- Strong attention to detail when liaising and processing customer complaints.
- Proven ability to liaise with a range of customers, colleagues, and contractors to meet or exceed service standards.
- Experience working in a housing or customer service environment.
- Strong problem-solving skills and the ability to see issues through to resolution.
- Strong time management and independent work capabilities.
- Proficiency in Microsoft Office and other essential IT systems.

The added extras:

- Experience working in a successful complaints management environment.
- Familiarity with quality assurance frameworks.
- Experience using housing management systems or similar databases.
- Understanding of the Housing Ombudsman complaints procedures.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.