



Job description			
Job title	Deputy Complaints Manager		
Grade	J		
Directorate	Resources		
Service/team	Customer Liaison, Customer Services		
Accountable to	Complaints Manager		
Responsible for	n/a		
JE Reference		Date Reviewed	27.5.25

### Purpose of the Job

To support the delivery of an accessible, quality, customer focused complaint resolution service.

Assist with the co-ordination of the Council's Have Your Say feedback scheme, adult social care complaints, children social care complaints, and contacts with the Local Government and Social Care Ombudsman.

Support the Complaints Manager with supervision, training and development of customer liaison staff, and managing day to day resources.

Administration and co-ordination of freedom of information requests and subject access requests.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

To deputise for and support the work of the Complaints Manager.

1. Assist with the effective administration of corporate complaints, comments and compliments received through the Council's Have Your Say channel.
2. Support the co-ordination and resolution of statutory complaints for adult and children social care services, in line with The Children Act 1989 and associated regulations, and The Local Authority Social Service & National Health Service Complaints (England) Regulations 2009, ensuring all legal obligations are met.
3. Monitor risk and escalate concerns as appropriate to Customer Liaison Team Managers, Legal Services and Senior Officers.



4. Provide complaints advice to service users and Council officers, interpreting procedures and recommending action that would be appropriate to take.
5. Ensure processes and procedures are understood and correctly applied.
6. Review complaint responses to ensure a fair and impartial investigation has been undertaken and a quality response is provided.
7. Maintain a working knowledge of complaint management, legislation and regulations, keeping up to date with communications and directives from Government departments, seeking advice and guidance from the Complaints Manager if required.
8. Support the monitoring of the performance management framework, the timeliness and quality of complaint responses, recording learning from complaints and ensure appropriate action is taken.
9. Provide in house training, mentoring and guidance to less experienced members of the Customer Liaison team, to ensure they are able to develop the necessary skills to deliver their role.
10. Assist with the delivery of service specific complaint training to Council staff.
11. Deputise in the absence of the Complaints Manager in the role of Link Officer for the Local Government and Social Care Ombudsman, co-ordinating response requirements.
12. Support the Complaints Manager to provide guidance on complaint processes to specific Knowsley schools signed up to SLA.
13. Administer and co-ordinate freedom of information requests and subject access requests, in conjunction with the Information Governance Team.
14. Support with supervision and planning day to day resources within the customer liaison team, monitoring service requirements.
15. To represent the service and actively participate in any internal and external meetings, briefing sessions and presentations.
16. Regularly liaise with Council officers at all levels, to maintain effective working practices and good partnership working.
17. Assist with service improvement programmes.
18. Contribute to the preparation of reports for the local authority and other groups as required.
19. Ensure the proper operation of IT systems including complaint management software.
20. To actively participate in team working, supporting colleagues and managers, promote effective communication and work flexibly.

#### **Knowsley Better Together – Staff Qualities**



## Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

## Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.