

JOB DESCRIPTION

Employment Details

Job Title	Complaints Officer
Reports to	Director of Compliance and Admin Operations
Salary Band	WHFNJC N

Safeguarding Commitment:

The White Horse Federation is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. We therefore expect all staff and volunteers to work to and within school policies and procedures, including safeguarding, child protection and health and safety.

This post is subject to satisfactory references which will be requested prior to interview, an enhanced Disclosure and Barring Service (DBS) check, medical clearance, evidence of qualifications and verification of the right to work in the UK.

Purpose of the Role

Lead the end to end management of formal complaints in line with the organisation's complaints policy and statutory obligations for the education sector. Ensure robust tracking, timely progression, fair and thorough investigations and clear, empathetic communication with complainants and stakeholders. Drive continuous improvement by identifying themes and recommending policy, process and service enhancements.

Responsibilities

- Track and monitor all complaints against policy-defined stages and timeframes.
- Maintain the complaints tracker for oversight of themes, risk and outcomes.
- Triage and scope, clarify issues raised, determine stage.
- Ensure files are complete (notes, correspondence, interviews, outcomes).
- Conduct formal investigations, including interviews and evidence testing.
- Present findings in a formal template, ensuring completeness and neutrality.
- Attend meetings with complainants, ensuring fair process and procedural clarity.
- Keep internal stakeholders (Line Manager, Head Teachers, Executive Heads) updated on complaint progression, risks and dependencies.
- Ensure alignment with the organisation's Complaints Policy.
- Support policy reviews.

Additional Duties and Responsibilities

The principal responsibilities and tasks as set out above are not intended to be exhaustive. The need for flexibility, accountability and team working is required. The post holder is expected to carry out any other related duties that are within the employee's skills and abilities, commensurate with the post's grade and whenever reasonably instructed.

The post holder will respect the need for confidentiality at all times while performing this role.

The post holder must at all times carry out their responsibilities with due regard to Trust policy and arrangements for Health and Safety at Work.

All staff within The White Horse Federation will be expected to accept reasonable flexibility in working arrangements and the allocation of duties to reflect the changing roles and responsibilities.

Safe Working Practices with Children

It is the responsibility of each employee to carry out their duties in line with The White Horse Federation's ethos and culture of safe working practices for adults working with children and be sensitive and caring to the needs of the disadvantaged, promoting a positive approach to a harmonious working environment. Each employee should act as an exemplar on these issues and must, where appropriate, identify and monitor training for themselves and any employees they are responsible for.

General Data Protection Regulations

The post holder is required to comply with GDPR regulations and to maintain awareness of Trust policies and procedures in this area. Attention is specifically drawn to the need for confidentiality in handling personal data and the implications of unauthorised disclosure.

Equality and Diversity

There is a requirement for the post holder to promote the equality and diversity agenda within their own role and areas of responsibility and across the department. In fulfilling the requirements set out in this job description, the post holder will apply The White Horse Federation's commitment to equality by treating all employees fairly and without discrimination.

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post. The job description will be reviewed regularly to ensure that it relates to the role being performed and to incorporate reasonable changes that have occurred over time or are being processed. Any review will be carried out in consultation with the post holder before any changes are implemented.

Developed by:		Issue Date:	
Post Holder signature:		Signature Date:	

PERSON SPECIFICATION

Qualifications and Training

Essential	Desirable
<ul style="list-style-type: none"> GCSE (Grade C and above) in English & Maths (or equivalent) 	<ul style="list-style-type: none"> A levels Evidence of further CPD Degree Level qualification

Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> Collaborative and able to influence Experience handling complex casework Office administration experience Microsoft Office and Outlook Good organisational skills Attention to detail Excellent communication skills 	<ul style="list-style-type: none"> Significant experience handling formal complaints or complex casework. Worked in managing contracts / contract risk Prior experience in education

Specialist Knowledge

Essential	Desirable
	<ul style="list-style-type: none"> Safer recruitment training Understanding of the education system Working knowledge of legislation and codes of practice

Personal Traits

The successful candidate will have:

- Appreciates the differences between people regardless of ability or background and treats peoples' values, beliefs, cultures and lifestyles with respect and dignity at all times.
- Understands the boundaries of appropriate behaviour when working with children and young people and always acts in a way that respects these boundaries.
- Understands the principles of confidentiality and adheres to them in respect to the information available within the workplace.
- Values align with the ethos and culture of The White Horse Federation.
- Commitment to safeguarding children and young people.
- Able to build effective working relationships.