



Role description

Role Name: Complaints Champions

Who: Open to all tenants and residents of Babergh and Mid Suffolk District Councils

Time commitment and frequency: Working with the Complaints Task Force – 1.5- hour meeting, quarterly, virtual meeting.

Main purpose:

Complaints are an important area of what we do, as we want to learn from what you tell us and put things right when they go wrong. The role of a Complaint Champion would be to assist us in complaint reviews, acting as an independent person to help us ensure we are delivering excellent customer service and considering the resident perspective.

Complaint Champions could also attend our Complaints Task Force meetings where we analyse complaint data, trends and try to identify lessons learned and determine preventive actions. We also review Ombudsman best practice and insight. The Complaints Task Force is a 1.5-hour meeting held quarterly, virtually via Microsoft Teams.

A discussion covering an overview of complaints is provided to anyone who is interested.

Duties and responsibilities:

- Be happy to receive information on complaints and review it.
- Be involved in meetings either online or in person to discuss these complaints and make a contribution to the development of them.
- Review progress at regular intervals and give opinions.
- Report back to the Tenant Board.

Our values

- Empowering, valuing and developing our people
- Valuing our customers
- Being open and honest
- Taking ownership
- Being ambitious

Equality and diversity

Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).



Our Values

...we believe in



OUR CUSTOMERS

BEING AMBITIOUS

TAKING OWNERSHIP

BEING OPEN and HONEST

OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.