

Bernicia Group Role Profile

Title: Complaints Handler

Reporting to: Customer Relationship Manager

Date: May 2026

Purpose

To provide co-ordinated support for the delivery of an effective and efficient process for receiving and managing customer complaints and compliments with a particular emphasis on complaints handling, investigation and resolution.

To ensure data and information is recorded, processed and produced in timely and relevant formats to meet regulatory and performance targets, requirements and deadlines.

Accountabilities

Operational

- Support the management and co-ordination of complaints:
 - Monitor the Complaints and Compliments group worktray and accurately record complaints and compliments
 - Acknowledge complaints within process timescales
 - Co-ordinate the investigation of complaints cover business areas such as repairs, allocations, tenancy management, operations, care and support, assets
 - Centrally co-ordinate stage 1 complaints across the group
 - Deal with enquiries associated to complaints as and when they come in
 - Arrange and co-ordinate actions to support complaint resolution e.g., on outstanding repairs work that relate to a complaint through to resolution (including chasing responses, contractor updates and scheduling of works)
 - Issue Stage 1 complaint responses in accordance with complaints process timescales
 - Accurate recording of communications and update of systems
 - Ensure that administration services are delivered to an excellent standard
- Ensuring the complaint service provided to residents is of an excellent standard, accessible, visible and available to all.
- Supporting coregulation and performance management including:
 - Assist in the organising and facilitating work
 - Assist in the provision of reports and insight to customer involvement groups, panels and committees as requested.

- Deal with enquiries relating to disrepair which may be resulting from damp and mould or structural issues.
- Identifying opportunities for service improvements and making recommendations to manager.
- Participating in new initiatives that will lead to improvement in performance and service delivery.
- Support the management of complaints in accordance with best practice and compliance with policy, procedures.
- Ensuring compliance with all relevant legislation, policy & procedure and guidance.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Essential Skills & Experience

Essential criteria:

- Excellent interpersonal and communication skills, both written and verbal.
- Experience of dealing in task driven roles and ability to deliver on deadlines effectively
- Ability to empathise and build relationships with customers and staff, showing a strong focus on putting customer experience first
- Strong planning and organising skills to ensure priorities are kept and deadlines delivered

Desirable criteria:

- Experience of working independently with cross function collaboration

Values

Value	Expectation
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

