

## Job Description

**Role Title:** Complaints Officer  
**Band:** 5  
**Contract:** Permanent  
**Responsible to:** Complaints Co-ordinator  
**Accountable to:** Associate Director of Quality  
**Location:** UHCW NHS Trust

### Our Vision, Values and Behaviours

At University Hospitals Coventry and Warwickshire (UHCW) NHS Trust our vision is to be a national and international leader in healthcare, rooted in our communities. Our Organisational Strategy *More than a Hospital* (2022-2030) was shaped by the views of our staff, patients and stakeholders and sets a clear plan for improvements in healthcare.

We aim to deliver the best care for our communities, being exceptional in everything we do. We do this by providing proactive, joined up support for local people and we deliver specialised services for those with the most complex health conditions. We set out to create the best experiences for our staff and work positively in partnership with other organisations to achieve the best healthcare outcomes.

Our vision and purpose are underpinned by a clear set of values that reflect the culture we want to create: *Compassion, Openness, Pride, Partnership, Improve, Learn and Respect*. Developed by our staff, our seven values guide what we do daily. Whatever our role or level, we commit to uphold these values as we work together to deliver world class care.



### Net Zero and Sustainability.

UHCW NHS Trust, by virtue of its Green Plan, is committed to ensuring that the way we provide services minimises the impact on the environment and the future health of the public e.g. zero waste to landfill, reducing our carbon footprint and increasing our recycling and reuse percentages.

### Job Summary

To work within our integrated Quality Department to ensure complaints and enquiries are investigated and responded to within national and locally set timescales. To support senior members of staff and all wards and departments to enable timely and high quality investigations and responses on behalf of the Chief Executive Officer. To provide day to day guidance to all staff involved in complaints and investigation handling within the Trust.

## Main duties

As part of our commitment to patients and delivery of a world class service for all we have created the UHCW Improvement (UHCWi) System in partnership with the Virginia Mason Institute in Seattle; this involves a structured approach to removing waste and putting the patient first using a lean management system and methodologies. Our culture and ways of working reflect and embed the practices and methodologies of UHCWi. You are expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses is considered essential and a pre requisite for this post.

- In conjunction with the Complaints Co-ordinator, receive and review all incoming complaint communications, prioritise and initiate an investigation with the appropriate designated staff within the Trust. The post holder will need a good knowledge of the NHS Complaints Procedure, Information Governance, Freedom of Information and Data Protection.
- Directly manage highly complex and sensitive complaints information and provide expert support and advice to ensure thorough complaint investigations against NHS/Trust standards to ensure timely responses and that the Trust meets the standards set by the NHS Complaints Procedure.
- The post holder will also co-ordinate complaints under further local resolution and have the skills to recognise when this has been exhausted and liaison needs to take place with the Parliamentary Health Service Ombudsman.
- Maintain case files for all ongoing complaints and ensure that all documentation has been collated in chronological order to demonstrate easily the requirements of the procedure have been adhered to.
- Contribute to the effective and efficient handling of cross agency complaints in line with the locally agreed protocols, taking the lead where appropriate.
- Draft complaint responses for approval by the Service Manager in readiness for the Chief Executive Officer to sign.
- Maintain Datix to ensure that all of the required information about each complaint is present in readiness for data analysis.
- Establish and maintain relationships with Lead Clinicians, Clinical Directors and all grades of staff and managers to ensure effective communication and a consistent approach to all issues relating to complaints management across the Trust.
- Once a complaint is resolved, ensure that all complaint outcomes/actions are entered on Datix and when appropriate liaise with Service Managers, Clinical Directors and Medical Directors with regard to completed action plans.
- Respond positively and promptly to patient enquiries, which may include highly sensitive and contentious information. Issues often require immediate action; therefore this would include liaising

with other staff within the Trust and also often includes external agencies, such as other medical providers.

- Liaise with Legal Services regarding any complaints that may give rise to litigation and work closely with the Patient Safety Manager for any complaints subject to a Clinical Adverse Event or CAE.

- Facilitate and attend complaint meetings on a frequent basis, taking notes and ensuring that the staff involved have access to all relevant paperwork and medical/nursing notes in advance. The post holder must be able to diffuse difficult and complex situations, often involving angry and bereaved clients in a professional and empathetic manner at all times.

- Ad hoc verbal complaints/enquires will be received and must be dealt with promptly and in a professional manner. Where necessary, the issues must be escalated to the relevant staff members to ensure they are dealt with appropriately.

## Person Specification

**Job Title:** Complaints Officer – Band 5

### Supporting Evidence

In the supporting evidence of your application form, you must demonstrate your experiences by giving specific examples for the criteria within the person specification.

Criteria	Essential Criteria	Desirable Level
<b>Qualification/Training</b>	<ul style="list-style-type: none"> <li>Degree or equivalent level of experience working within a Complaints or similar Department.</li> </ul>	<ul style="list-style-type: none"> <li>Post graduate qualification or complaints handling training</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Influence departmental practice to support Trust policy and service development</li> <li>Handle highly complex complaints, using own judgement when reviewing information which can sometimes be conflicting</li> <li>Liaise with external bodies i.e. Parliamentary Health Service Ombudsman, CQC, CCG</li> <li>Contribute to the effective and efficient handling of cross agency complaints in accordance with locally agreed protocols</li> </ul>	<ul style="list-style-type: none"> <li>Customer service experience and basic knowledge of medical terminology.</li> <li>Administration work in an environment providing healthcare or customer care.</li> <li>Awareness of current health service issues.</li> <li>Self-motivated and consistently looks to improve what they do, by using successful tried and tested ways of working and also on their own innovation</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Significant experience of compliance and adhering to national and local policies and procedures.</li> <li>Knowledge of the NHS Complaints Procedure</li> <li>Experience of working in a challenging environment, dealing with a wide range of sensitive and contentious issues and, within an organisation under public and political scrutiny</li> <li>Experience of liaising with executive level and senior management staff</li> <li>Experience of formulating letters and reports to a very high standard.</li> <li>Excellent knowledge of Microsoft Office (Word, Excel, PowerPoint)</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of NHS organisational structures and processes</li> <li>Awareness of Information Governance, Freedom of Information &amp; Data Protection Act</li> <li>Strong presentation, training and coaching skills directed at all levels of staff</li> </ul>

<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Understanding of patient confidentiality and ability to manage highly sensitive and contentious information, in accordance with national and Trust policy</li> <li>• Experience of building strong relationships with multi-disciplinary teams.</li> <li>• Make a connection between job role and the benefit to patients and the public</li> <li>• High level of planning and organisational skills</li> <li>• Excellent time management skills with the ability to re-prioritise due to working under pressure and demanding time scales of NHS Complaints Procedure</li> <li>• Monitor progress of investigations in accordance with national and local timescales</li> <li>• Provide and receive highly complex, sensitive and contentious information.</li> <li>• Ability to empathise when communicating delicate and often contentious information to complainants in a highly emotive situation.</li> <li>• Ability to facilitate complaint meetings if required.</li> <li>• Excellent influencing and conflict management skills, both verbally and face to face.</li> <li>• Ability to work on own initiative, problem solve and respond to sudden unexpected demands</li> <li>• Strong interpersonal skills and non-judgmental when required to support staff and managers involved in the Complaints Process</li> <li>• Excellent attention to detail and ability to analyse often highly complex information which is sufficient to give advice and support, requiring periods of intense concentration.</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative without close supervision</li> <li>•</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to work effectively within a team environment</li> <li>• Ability to manage time effectively/meet deadlines</li> <li>• Ability to work in a confidential and sensitive manner</li> <li>• Flexible / adaptable to the needs of the service</li> <li>• Motivated and enthusiastic</li> <li>• Desire to develop existing and new</li> <li>• Highly motivated, enthusiastic, confident and assertive</li> <li>• Awareness of need for discretion, sensitivity and high levels of confidentiality and diplomacy</li> <li>• Actively develops themselves and supports others in what they do</li> <li>• Ability to work well with others when under pressure</li> </ul>	
<b>Commitment to Trust Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Must be able to demonstrate behaviours consistent with the Trust's values.</li> </ul> <p>(As detailed in UHCW's <i>Values in Action</i> document below)</p> <p>Applicants applying for job roles with managerial responsibility will be required to demonstrate evidence of promoting equal opportunities through work experience</p>	

## Contractual Responsibilities

- **Confidentiality:** The post holder must maintain confidentiality, security and integrity of information relating to patients, staff and other Health Services business.
- **Health and Safety:** All staff must be familiar with the Trust Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own health and safety and others.
- **Risk Management:** All staff need a basic working knowledge of risk management to enable them to participate in identification and control of all business risks they encounter in their area of work.
- **Equality and Diversity:** Everyone has the opportunity to be treated with dignity and respect at work and has a clear responsibility to comply with the detail and the spirit of the Dignity at Work Policy.
- **Infection Control and Prevention:** The Trust is committed to minimising risks of healthcare associated infection to patients, visitors and staff. All employees are required to be familiar with and comply with Infection Prevention and Control policies relevant to their area of work.
- **Safeguarding Vulnerable Adults and Children:** The Trust is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities in this area and to raise any concerns as appropriate.
- **Conflict of Interest:** The Trust is responsible for ensuring that the service provided for patients in its care meets the highest possible standard. Equally, the Trust is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Financial Instructions require any officer to declare any interest, direct or indirect, with contract involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.
- **Working Time Regulations:** The Working Time Regulations 1998 require that you should not work more than an average of 48 hours in each working week. For example, in a 26 week period you should work no more than 1,248 hours. Employees may choose to opt out by providing written notification as appropriate.

**The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. Any changes will be made in discussion with the post holder according to service needs.**

## Our values in action

We live our values in action in our work with patients, visitors and colleagues.

- ✓ Being polite and introducing ourselves to everyone we meet.
- ✓ Treating everybody as individuals and respecting their needs.
- ✓ Being approachable, caring and helpful at all times.
- ✓ Communicating with patients, visitors and colleagues, respecting confidentiality and privacy.
- ✓ Taking the time to actively listen and understand individual needs.
- ✓ Being open and honest.
- ✓ Acknowledging that we don't always get it right.
- ✓ Speaking out when we see things aren't right and supporting others to do the same.
- ✓ Giving praise and saying thank you for a job well done.
- ✓ Celebrating and recognising personal, team and organisational achievements.
- ✓ Using the skills, experience and diversity of staff to better deliver our objectives and services.
- ✓ Actively working with patients and visitors to improve services.
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW.
- ✓ Taking personal responsibility for our own learning.
- ✓ Keeping up-to-date with mandatory and professional development
- ✓ Developing ourselves and others, independent of our job role or profession
- ✓ Taking personal responsibility to make improvements by suggesting new ways of doing things
- ✓ Taking opportunities to learn with and from others
- ✓ Embracing change and supporting others through it
- ✓ Putting in place ways to receive feedback and acting to change things
- ✓ Seeking and adopting best practice from colleagues and other teams within UHCW
- ✓ Working across boundaries to improve the experience of patients, visitors and colleagues

