

## Complaints Manager

### Job Description

<b>Job Title:</b>	<b>Complaints Manager</b>
<b>Based:</b>	<b>Bollington, Disley &amp; Poynton</b>
<b>Accountable to:</b>	<b>The Partners</b>
<b>Hours:</b>	<b>3 days per week to be worked flexibly (22.5 hours per week)</b>
<b>Salary / Hourly Rate:</b>	<b>Dependent on experience</b>
<b>Type of position:</b>	<b>Permanent</b>

#### Job summary

The purpose of the role is to:

- Implement the Middlewood Partnership Complaints and Feedback Policy and to ensure that all complaints are managed effectively, in line with our policy, ensuring that the policy is up to date and reflects best practice.
- Liaise with, and support partners, managers and staff across the organisation, to ensure that a seamless process for the management of complaints and feedback and that a systematic process for learning and service improvement is in place as a result of any complaint.
- Investigate any complaints and provide acknowledgement and response letters, in line with the NHS (and Middlewood) Complaints Policy, following discussion with the Complaints and Incidents Team. Produce timely information that will be included in reports to the Partners regarding complaints.
- Identify opportunities where complaints may be resolved quickly to the satisfaction of the complainant. Build strong relationships with people who use our services, their families and carers thus gaining a better understanding of and insight into their complaint.
- Serve as a resource for management of complaints and feedback for the Partnership and develop an active understanding of current thinking in relation to feedback both locally and nationally.

### Key Duties and Responsibilities

- Be the lead for providing a complaints and feedback management service to patients and the public.
- Manage the investigations and responses for complaints received in conjunction with GPs, senior managers and the Complaints and Incidents Team.
- Provide an identifiable, accessible service to assist patients and carers with concerns, complaints and queries, providing information to help make their contact with the practice as easy as possible.
- Identify issues from contacts with patients, relatives and carers concerning the service they receive and help drive service improvement.
- Use communication, influencing and negotiation skills to achieve the most appropriate resolution to a complaint.
- Guide and support the complainant through the formal complaints procedure at each stage and provide a high-quality written report to complainants or their nominated representative.
- Participate in the training and induction of new staff to the Partnership to help them become aware of, and sensitive to, patients' needs and to understand the role of the complaints manager.
- Provide regular reports to managers on complaints data, including the themes and trends over time.
- Identify issues from concerns received which require escalation e.g. safeguarding issues.
- Record and update the nature of all concerns and enquiries, the action taken, the outcomes and resolution, onto the complaints and feedback management system.
- Provide advice and information regarding the Partnership's formal complaint procedure and, where appropriate, assist people to make a complaint.
- Communicate with staff at all levels within the organisation, build and maintain good relationships with clinical and non-clinical staff.
- Review and assess each complaint and make a judgement about the nature of the complaint, i.e. routine, complex, and determine the most appropriate way to manage the complaint in discussion with the Complaints Lead GP and the Complaints and Incidents team.
- Organise and arrange meetings with a range of people including patients and family members if required.
- Identify issues from concerns and complaints which should be treated as incidents and which require collaboration with our Complaints and Incidents Team for further investigation and appropriate action.
- Support the implementation of changes as a result of complaints.

### Safeguarding

- All employees have a duty and a responsibility to protect adults at risk and to safeguard children. The post holder should have an understanding of the important role all staff have in fulfilling their responsibilities in relation to safeguarding.

### Quality

The post-holder will strive to maintain quality within the Partnership, and will:

- Actively participate in meetings with the line manager as appropriate, to review and take responsibility for personal performance, learning and development.

- Contribute to the effectiveness of the Complaints and Incidents team by reflecting on own and team activities, making suggestions on ways to improve and enhance team performance, and demonstrating skills and activities to others who are undertaking similar work.
- Actively participate in the Partnership's appraisal scheme, including taking responsibility for maintaining a record of own personal and/or professional development.
- Undertake training as required including mandatory and statutory training, core skills training and on-going developmental training.
- Alert other team members to issues of quality and risk.
- Work effectively with external agencies to meet patients' needs.
- Effectively manage own time, workload, and resources.
- Provide a high standard of professional conduct.
- Behave with integrity at all times, showing respect to others and to the organisation.
- The post-holder will:
  - Apply practice policies, standards and guidance.
  - Discuss with other members of the team how the policies, standards and guidelines will affect own work.
  - Participate in audit where appropriate.

### **Health & Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety policy, the practice Health & Safety manual, and the Partnership infection control policy and published procedures. This will include:

- Using personal security systems within the workplace according to Partnership guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way, free from hazards.
- Actively reporting health and safety hazards and infection hazards immediately when recognised.
- Keeping own work areas and general/patient areas clean, assisting in the maintenance of general standards of cleanliness, consistent with the scope of the job holder's role.
- Undertaking periodic infection control training (minimum annually).
- Reporting potential risks identified.
- Demonstrate due regard for safeguarding and promoting the welfare of children.

### **Confidentiality**

While seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a

business organisation. All such information, from any source, is to be regarded as strictly confidential.

Information relating to patients, carers, colleagues, other healthcare workers or the business of the Partnership may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Information Governance**

The Partnership is registered under the Data Protection Act 2018. The post holder will comply at all times with the Data Protection Act, the Access to Health Records Act and with Partnership policies regarding information governance. You must not at any time use the personal data held by the practice for a purpose not described in the Register entry or disclose such data to a third party. If you are in any doubt regarding what you should and should not do in connection with the Data Protection Act, then you must contact the Caldicott Guardian.

### **Communication**

The post-holder will recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members.
- Communicate effectively with patients and carers.
- Recognise peoples' needs for alternative methods of communication and respond accordingly.

### **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of peoples' rights, interpreting them in a way that is consistent with Partnership procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

*This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post holder commensurate with the position. The responsibilities may be amended, after discussion with the post holder, to take into account the development of both the post and the practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the effective running of the practice.*

<b>Person Specification</b>		
<b>Education and Training</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Educated to GCSE or equivalent in English language</li> </ul>	X	
<b>Knowledge And experience</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Relevant demonstratable experience of having successfully worked in a role managing complaints</li> </ul>	X	
<ul style="list-style-type: none"> <li>Experience of working in an environment with conflicting pressures and changing workload</li> </ul>	X	
<ul style="list-style-type: none"> <li>Experience of working within a team and of developing good working relationships with internal and external staff at all levels</li> </ul>	X	
<ul style="list-style-type: none"> <li>Experience of collating data and extrapolating information</li> </ul>		X
<ul style="list-style-type: none"> <li>Ability to work on own initiative and organise workload.</li> </ul>	X	
<ul style="list-style-type: none"> <li>Knowledge and/or experience of working in a clinical environment</li> </ul>		X
<b>Personal qualities and attributes</b>	<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills</li> </ul>	X	
<ul style="list-style-type: none"> <li>Excellent telephone manner with the ability to deal tactfully, sympathetically and efficiently with all enquiries</li> </ul>	X	
<ul style="list-style-type: none"> <li>Ability to represent the Partnership in a professional manner at all times</li> </ul>	X	
<ul style="list-style-type: none"> <li>A flexible approach with the ability to work under pressure and deal with conflicting demands</li> </ul>	X	
<ul style="list-style-type: none"> <li>An ability to maintain confidentiality and trust</li> </ul>	X	