



WILLOW TREE

HOUSING PARTNERSHIP

Role Profile

Complaints & Resolution Administrator

Role Purpose

To support the Customer Services Manager (CSM) in the effective administration and coordination of the organisation's complaints and resolutions process. The postholder will ensure complaints are logged, tracked, progressed and reported accurately and on time, in line with regulatory requirements, internal policies and procedures. The role focuses on providing high-quality administrative support, tenant communication, and assisting with learning from complaints to improve services.

Key Relationships

Reports to: Corporate Services Manager	Line manages: None
External: local authorities, regulator for social housing, key contractors and suppliers of business critical services, trade bodies such as the NHF, CIH and HO	Internal: all staff, executive team & colleagues.

Key Responsibilities

Complaints Administration & Coordination

- Act as the first point of contact for incoming complaints, receiving, logging, acknowledging and triaging them in line with agreed procedures.
- Maintain accurate complaint records on relevant systems, ensuring all documentation, correspondence and evidence is complete and up to date.
- Support the Corporate Services Manager (CSM) by allocating and tracking complaints, monitoring progress and flagging risks to timescales or quality.
- Pursue responses and updates from investigating officers to ensure complaints are progressed within regulatory and organisational deadlines.
- Draft routine complaint correspondence and responses for review and approval by the CSM or relevant manager.
- Support the collation of information for Data Subject Access Requests (DSARs) and other statutory or regulatory information requests, as required, including any future requirements.

Tenant Communication & Experience

- Provide clear, timely and empathetic communication to tenants throughout the complaints journey, in line with guidance provided by the CSM.
- Keep tenants informed of progress, delays or next steps as directed.
- Support follow-up activity after complaint closure, including recording feedback and identifying learning points.

Regulatory Support & Compliance

- Assist the CSM in ensuring complaints handling complies with the Housing Ombudsman Complaints Handling Code and STAIR's requirements.
- Support the preparation and maintenance of audit trails and supporting documentation for regulatory purposes.
- Act as an administrative point of contact for Housing Ombudsman enquiries, gathering information and coordinating responses for review by the CSM.

Reporting & Performance Support

- Assist in the preparation of monthly complaints performance reports, including data collection, trend analysis and narrative summaries.
- Maintain complaints spreadsheets, dashboards and trackers to support oversight and reporting.
- Help identify repeat issues and themes and share findings with the CSM to inform service improvements.

Meetings, Governance & Administration

- Provide administrative support for complaints-related meetings, including arranging meetings, preparing agendas, collating papers and taking minutes.
- Maintain action logs and follow up on agreed actions, escalating any slippage to the CSM.

Training & Awareness Support

- Assist the CSM with complaints-related induction materials for new starters.
- Support the coordination of complaints training sessions, guidance and communications to staff.

Continuous Improvement

- Support reviews of complaints procedures and documentation as directed by the CSM.
- Contribute ideas and feedback on how complaints processes and tenant communications can be improved.

No role profile can be entirely comprehensive, the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.