

# Five Acre Wood Complaints Officer

**Hours:** 37 per week, Monday to Friday between the hours of 8am-4pm, full year.

**Pay grade:** KSF-G (depending on experience) plus SEN allowance (actual salary is £33,681-£37,805 including allowance)

## *Purpose of Job:*

To manage the end-to-end complaints process within a complex special needs school environment, ensuring that all concerns and formal complaints are handled sensitively, efficiently and in accordance with statutory guidance and school policy.

The postholder will ensure thorough investigations, accurate recording, transparent communication with families and stakeholders, and will contribute to continuous improvement by identifying themes, risks and opportunities for development across the organisation.

## **Key responsibilities**

- Track and oversee all complaints in line with school policy and mandated timeframes.
- Maintain an accurate and secure complaint tracker, capturing themes, risks, and outcomes.
- Triage incoming complaints, clarifying issues raised and determining the appropriate stage.
- Ensure complaint files are complete, including correspondence, meeting notes, interview records, evidence and final outcomes.
- Conduct impartial and thorough investigations, including staff interviews and evidence reviews.
- Prepare formal investigation reports, presenting findings clearly and objectively.
- Attend meetings with parents/carers, ensuring a fair, transparent and well-managed process.
- Maintain regular communication with complainants, ensuring empathy, clarity and professionalism.
- Keep internal stakeholders (Senior Leadership Team, Class Leads, Therapists, External Agencies where relevant) updated on complaint progression and risks.
- Liaise with Local Authorities, Therapists, Social Care and external professionals as required to inform investigations.
- Work with the Senior Leadership Team regarding Freedom of Information Requests (FOIR) and Data Subject Access Requests (DSAR) related to complaints, ensuring statutory compliance.
- Ensure full alignment with the school's Complaints Policy, SEND Code of Practice requirements and relevant legislation.
- Support policy reviews, including updates to complaint handling procedures.
- Ensure all information is managed confidentially and in compliance with GDPR.
- Identify systemic themes and recurring issues, preparing reports for SLT and Governors.

## **Effective communication and engagement with students, their families and carers and other professionals.**

- Communicate effectively with students, families, carers, and professionals.
- Share information appropriately, providing feedback to staff to support planning and evaluation, in line with safeguarding, confidentiality, health and safety policies.
- Work in a team context – forging and sustaining relationships across agencies and respecting the contribution of others working with children and their families.

## **Professional and Personal Conduct**

- Communicate effectively with parents, carers and external professionals, if requested.
- Keep abreast of whole school communication.
- Arrive at school in time to be appropriately prepared for the start of working hours.

- Work collaboratively with colleagues and lead teaching assistants when required.
- Provide accurate feedback and maintain appropriate records.
- Participate in meetings, training and other learning activities and performance development as required.
- Contribute to the overall work/aims of the school.

#### **Safeguarding and promoting the welfare of the child**

- Safeguard and promote the welfare of children by providing a safe, supportive environment, working within school policies, maintaining professional boundaries, and understanding role limitations.
- Only carry out care interventions when appropriately trained and assessed as competent, and assist with the supervision of individuals and groups as required.
- Monitor, record, and report safeguarding concerns or changes appropriately, referring to line managers in line with school policies and maintaining accurate records.

#### **Health & safety**

- Be aware of and implement your health and safety responsibilities as an employee and where appropriate any additional specialist or managerial health and safety responsibilities as defined in the Health and Safety policy and procedure.

Your duties will initially be as set out in the job description, but this could be amended from time to time to reflect changes in or to the job.

### Person Specification

REQUIREMENT	ESSENTIAL	DESIRABLE
QUALIFICATIONS/ TRAINING	<ul style="list-style-type: none"> <li>• A – C Maths and English GCSE or equivalent</li> <li>• Evidence of strong written communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in SEND, education administration, safeguarding or other relevant subject</li> <li>• Degree level qualification</li> </ul>
EXPERIENCE	<ul style="list-style-type: none"> <li>• Experience managing complex casework or complaints.</li> <li>• Experience in conducting investigations or writing formal reports.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in education or SEND settings.</li> <li>• Understanding of multi-agency working</li> </ul>
KNOWLEDGE	<ul style="list-style-type: none"> <li>• Understanding of SEND processes, EHC Plans and relevant legislation</li> <li>• Knowledge of safeguarding frameworks</li> <li>• Awareness of school complaints procedures and statutory expectations</li> </ul>	
SKILLS/ABILITIES	<ul style="list-style-type: none"> <li>• Ability to handle sensitive situations with empathy and professionalism</li> <li>• Excellent organisational skills and attention to detail</li> <li>• Proficient in Microsoft Office and digital record systems</li> <li>• Ability to communicate effectively with diverse audiences, including parents of children with complex needs</li> <li>• Strong interpersonal and influencing skills</li> </ul>	
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>• Patience, empathy, and a positive attitude</li> <li>• Commitment to providing high-quality customer service.</li> <li>• Enthusiasm for fostering a positive and inclusive learning environment.</li> <li>• Organised</li> <li>• Being discrete, professional, respectful and friendly</li> <li>• Being efficient and dependable</li> <li>• Remaining calm in unexpected or changing situations</li> <li>• Ability to work successfully as part of a team</li> <li>• Confidentiality</li> <li>• To be committed to the school's policies and ethos</li> <li>• To be committed to continuing professional development</li> </ul>	
EFFORT/ ENVIRONMENT	<ul style="list-style-type: none"> <li>• Ability to work in a busy and dynamic environment.</li> <li>• Ability to form and maintain appropriate relationships and personal boundaries with children and young people</li> <li>• Emotional resilience in working with challenging behaviours and attitudes to use authority and maintaining discipline</li> <li>• To assist with ensuring Safeguarding policies and protocols are correctly followed</li> <li>• Willingness to work occasional evenings or weekends for special events or training sessions (and if the licence of the cafe changes)</li> </ul>	

**Acknowledgement of Receipt of Job Description**

- I have received a copy of the job description for Complaints Officer and have read and understand the duties and responsibilities.
- I understand that the duties and responsibilities in the job description are subject to change at the discretion of my employer at any time.
- I understand that my signature below indicates that I have read and understood the above statements.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_