

Job Description

Position: Officer **Complaint Management**

Division: Service Quality Division

Location: Head Office - Karachi

Position Summary: This position is responsible to ensure /administer discipline within the network in compliance with the internal policies and procedures.

Key Responsibilities:

In conjunction with the Incidents and Complaints Manager and the Complaints Team develop, review and manage policies and procedures for the management and monitoring of complaints, comments and complements across the Trust. This will include administering the Complaints Policy.

To be responsible for the operation of the Complaints Policy, ensuring that issues raised by service users, carers and members of the public are dealt with in an efficient manner in accordance with the Trust's procedures for handling complaints.

To review and analyses investigation reports (including clinical information) and produce high quality responses to complaints for the Chief Executive's signature. This involves making judgements on complex facts or situations, which require analysis, interpretation and comparison of a range of options.

To act as a Trust wide contact point for complainants and advocates ensuring that complainants are provided with good quality information about the complaints process and are kept regularly updated throughout the process. Ensure that the Trust acts on, and responds to, complaints in a timely manner, ensuring that any delays are minimized.

To ensure that complainants are not adversely treated as a result of having complained.

To chair, facilitate and participate in meetings with complainants their advocates and members of staff.