



Role:

Our Complaint Reviewer will play a vital role in how we respond to residents. Reviewers will see complaint responses after they have gone through the Final Review stage, offering a fresh perspective on how we have handled the complaint.

By taking part, you will help ensure our responses are fair and suitable to our residents. Resident feedback on our final response is incredibly valuable; it helps us improve the clarity and the quality of our letters and other written communication.

Your involvement will make a real difference to all Stroud District Council residents who receive our responses.

What you will be doing:

- Reading the response letter after the Final Review Stage.
- Making sure the content of the letter is clear, and the language used is easy to understand.
- Sending us your feedback and what changes you would like to see in future letters.

What we are looking for:

- Basic IT skills, including communication via email.
- A good level of English skills including spelling and punctuation.
- Regular access to the internet.
- The ability to read and review documents.
- The ability to remain neutral and unbiased.
- The ability to feedback to us on your views and any suggested changes.

What's in it for you:

- Develop your skills and confidence.
- Increase expertise and experience for your CV.
- Help us improve and deliver excellent services.

- Help us to ensure we are communicating effectively with all our residents.

Our commitment to you:

- Training to enable understanding on complaint handling and other areas.
- On-going support from Stroud District Council colleagues.
- Travel expenses, in line with our Expenses Policy.

Level of commitment:

- We have approximately 17 Final Review stage complaints per month, which will be divided amongst the number of reviewers we have.
- We are looking for people who can respond promptly to requests, as we can review the feedback and apply it accordingly to other complaint responses. Where possible, we will share responses early for you to review.