

Complaints Reviewer Role



Our Complaints Reviewers play an important role in our response to customers.

We are looking for customers to become Complaint Reviewers at the Final Review stage of our Complaints Procedure. Our Complaints Reviewers see every complaint that gets to Final Review stage, and are an integral part in ensuring our response is fair and customer-focused. Having customers give their feedback on the proposed formal and final response letter is really important to us. By helping us to improve our letters and other written communication, you'll be helping all Platform customers who receive it.

What you'll be doing:

- Reading the response letters at the final stage of our complaints process from a customer's point of view.
- We ask you to make sure the content of the letter is clear and the language used is easy to understand before we send them out
- Receiving emails from us containing complaints for you to review
- Sending us your comments and changes on responses when needed

What we're looking for:

- Basic IT skills, including communicating via email
- 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:

- Help us to improve and deliver excellent services
- Help us to ensure we are communicating effectively with all of our customers
- Develop your skills and confidence
- Increase expertise and experience on your CV

Our commitment to you:

We'll give you:

- Full training to enable you to support customers
- Access to ongoing support from Platform colleagues
- The opportunity to have your contribution recognised with our voucher reward scheme
- Out of pocket expenses (approval required in advance)

Level of commitment:

- We have approximately 40 Final Review stage complaints per month, which are divided amongst the number of Reviewers we have
- We are looking for people who are able to respond quite quickly to requests, as complaints often need to be returned in 1-3 days. Where we're able to, we'll share responses as early as possible for you to review.

If you want to find out more about this role please contact us at involved@platformhg.com or visit the Get Involved pages of our website and complete the Register Your Interest form www.platformhg.com/get-involved