

## **Role of the Corporate Feedback Team**

The following section describes the tasks that the Corporate Feedback Team need to undertake in order to undertake their roles effectively. These are not necessarily full time roles; rather the activities should be built into existing job descriptions as necessary.

### **Tasks:**

1. To oversee the Authority's Corporate Feedback management activity.
2. To ensure that all complaints, comments and compliments are appropriately recorded and responded to in line with the Authority's set procedure, and that trend and learning points from this are understood and acted on by the organisation.
3. To ensure complaints and feedback are forwarded to the correct person for investigation and response.
4. To ensure that Local Government Ombudsman complaints are appropriately tracked and monitored within the agreed timescale.
5. To ensure that all standards relating to the Corporate Customer Feedback Policy and Procedures are regularly monitored.
6. To provide advice and consultancy to directorates in relation to Corporate Customer Feedback Policy and Procedures
7. To maintain the Corporate Customer Feedback Policy and Procedures, ensuring its ongoing relevance, taking into account internal and external developments, such as local and national government initiatives and changing customer expectations.
8. System ownership of the Feedback System including ensuring the system is maintained as required.
9. Ensuring the provision of quarterly reports to the Customer services Management Board, and to Directorate management Teams in order to drive improvements in customer services.
  - Proactively identifying themes, trends and issues, and highlight as appropriate.
  - Ensuring that customer intelligence is collected, collated and translated into meaningful information and reported appropriately.
10. Providing consultancy to Directorate Complaints and Compliments Managers on difficult issues or escalated complaints.

11. Providing support and carrying out independent investigations on behalf of the Directors.
12. Working with partners, where appropriate, to ensure best practice.
- 13.** Coordinating training and staff development activities for staff and Members.