



## **Greyhound Rescue Wales Internal Complaints Officer Voluntary Role**

Greyhound Rescue Wales is a growing charity and, as such, we need a strong team of professional and motivated people to help us. We are seeking a competent, reliable and respectful person to receive, manage and resolve any internal complaints. Could you be the one? We can't offer money but we can offer you the satisfaction of ensuring that any complaints are dealt with fairly and objectively, helping to improve processes, and therefore assisting in a great many hounds find their forever homes.

### **Role description**

Deliver an efficient and transparent internal complaints service through effective, sympathetic communication with all parties and thorough research and meticulous record keeping, and suggest carefully considered outcomes and recommendations.

### **Responsibilities**

Acknowledge and address internal complaints within agreed timescales, unless there are good reasons for non-delivery

Sympathetically interview all involved parties and carefully review relevant documentation

Efficiently and professionally manage the process and keep all parties well-informed throughout

Thoroughly document and record all stages of the process, summarise facts and prepare reports for management information

Provide recommendations for improvement of practices and suggest sensible outcomes to the complaint, supported by carefully considered research

### **Skills and experience**

Effective, professional, and emotionally intelligent communicator

Investigative and analytical skills

Good report writing skills

IT literate

Complaints management experience

Strong organisational skills

### **Other information**

Time required to carry out this role will vary but, on average, you are likely to need two hours per week to dedicate to it. You will report to the Trustee with Responsibility for Retail. The role will be carried out from your home.

*To give them the life they deserve*

*Rhoi gwell bywyd iddynt*

Registered Charity No 1152650

Email: [info@greyhoundrescuewales.co.uk](mailto:info@greyhoundrescuewales.co.uk) Tel: 0300 0123 999 Web: [www.greyhoundrescuewales.co.uk](http://www.greyhoundrescuewales.co.uk)



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To apply, please contact [carolyn.graves-brown@greyhoundrescuewales.co.uk](mailto:carolyn.graves-brown@greyhoundrescuewales.co.uk). The closing date for applications is 14 February 2021.

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