

Complaints Case Manager

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- Manage a range of formal complaints from patients, families and carers, making sure they are handled fairly and within agreed timescales.
- Look into complaints carefully, gather the right information and work with the people involved to understand their concerns and what they would like to happen.
- Write clear and accurate responses to complaints, making sure all concerns are answered in a way that is easy to understand.
- Work with patients, families and staff to help resolve concerns, including leading meetings and handling sensitive or difficult conversations with care and understanding.
- Identify common themes and learning from complaints, helping teams make changes that improve patient care and services.
- Keep accurate records, prepare reports and support the wider PALS and Complaints team, including providing cover and helping to train staff.

Job Description

Job title:	Complaints Case Manager
Grade:	6
Site:	The Royal Shrewsbury Hospital
Accountable to:	Head of PALS & Complaints
DBS required:	Yes – Standard

Job purpose

Accountable to the Head of PALS & Complaints, the post holder is responsible for the effective management of a caseload of formal complaints in line with local and national policy. The post holder is responsible for ensuring that systems are in place to manage and investigate complaints and concerns within their caseload, that action is taken to achieve early resolution and that there is an integrated approach to identify key service improvements.

Main Duties and Responsibilities

- Responsible for the management of a caseload of formal complaints in line with national and local policy
- To analyse all complaints on receipt identifying key issues for investigation
- To negotiate with the complainant and agree the issues that require investigation, the desired outcomes and the timescale for investigation

- Undertake investigations of all formal complaints, some of which are highly complex, ensuring that the investigation is fair, thorough and proportionate to the complexity of the complaint
- Monitor the progress of complaint investigations within the caseload ensuring that all deadlines are met.
- To identify problems at an early stage and ensure that complainants are informed of the progress at each stage of the process
- Draft letters in response to formal complaints of mixed complexity, on behalf of the Chief Executive, interpreting information obtained during the investigation process.
- Ensure the accuracy of information, that all issues raised by the complainant are addressed in full and that information is written in a language that the reader can understand. Communicate sensitive or contentious information with tact, diplomacy and understanding
- Working collaboratively with Divisions, monitor the progress of action plans arising from complaints and ensure that lessons are learned
- To facilitate/chair meetings with staff, patients, carers and relatives acting as a mediator to assist in the resolution of complaints, particularly where objectives are unclear and resistance is likely
- Work closely with Divisions developing a culture which views complaints as opportunities for learning and ensure services are adequately supported and empowered to deal with complaints quickly, effectively and objectively at local level
- Keep accurate and contemporaneous records of all concerns/complaints including outcomes and actions
- Have input in the governance agenda by highlighting patient safety issues raised through complaints and patient feedback to the Head of PALS & Complaints
- Act as a catalyst for change by analysing trends and themes arising from complaints within the case load and produce qualitative and quantitative reports for Care Groups used to improve services and care
- Assist the Head of PALS & Complaints producing reports for the Trust Board and other committees as needed
- Ensure that members of the public know how to complain and that any barriers preventing this are addressed
- Assist the Head of PALS & Complaints in handling complaints referred to the Parliamentary & Health Service Ombudsman
- Assist the Head of PALS & Complaints in planning, developing and evaluating the strategic direction of the team
- Provide assistance to the Head of PALS & Complaints in collating and presenting data in preparation for external audits
- May be required to deputise for the Head of PALS & Complaints in their absence
- The post-holder is required to provide cover for the Patient Advice and Liaison Service as necessary

- To contribute to Trust-wide training on customer services and frontline resolution of complaints, in order to ensure that staff are supported and enabled to meet patients' needs in practice
- Responsible for maintaining own professional development and to be aware of current practices and developments within the Trust and the NHS in order to fulfil the role effectively
- Role model the Trust's values and behaviours

Limits of authority

- To act autonomously seeking advice from the Head of PALS & Complaints, as required.
- Required to make judgments involving complaints of mixed complexity that will require analysis, interpretation and consideration of the options available.

Systems and Equipment

- To use normal office equipment
- To be competent in the use of a range of electronic information systems and tools

Physical, Mental and Emotional Demands of the Post

- To analyse and interpret a range of highly complex and sometimes conflicting information during the handling of formal complaints and concerns
- To undertake presentations to groups of staff during training sessions as required
- To handle emotive and challenging situations relating to patients, service users and staff using influential negotiating and motivational skills to achieve desired outcomes.
- To cope with frequent interruptions during periods of concentration.

Working Conditions

- To work in normal office conditions, including regular VDU work
- To travel regularly between all Trust sites.

Person Specification

	Essential	Desirable
Qualifications	• Educated to degree level or equivalent experience • ECDL or equivalent IT and keyboard skills	• Counselling qualification
Experience and Knowledge	• Knowledge and experience of handling complaints in an NHS setting • Experience of working in the NHS with knowledge and understanding of current healthcare and patient safety issues • Experience of designing and delivering training • Statistical analysis and report writing • Knowledge of clinical governance, risk management and associated control mechanisms	
Skills	• Ability to assimilate a range of complex	

	information and make judgments • Excellent interpersonal and communication skills, able to communicate very sensitive, complex/contentious information relating to patients with empathy and where there are barriers to understanding • Negotiating and influencing skills and ability to deal confidently with conflict situations • Ability to deal with conflicting demands ensuring that key priorities and deadlines are met through effective time management • Ability to plan and prioritise own workload and that of others • Well-developed IT skills including the use of databases	
Other	• High level of accuracy and attention to detail • A positive 'can do' attitude and a	

	receptive attitude to change • Commitment to a culture of continuous improvement • A passion for improving the patient experience	
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General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;

- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;

- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

