

Complaints Coordinator

Department	Accreditation	Start	Asap
Location	Lutterworth (4 days) 1 Remote Hybrid/Remote	Reporting to	Audit and Complaints Manager
Hours	Mon-Fri 9am-5pm	Salary	£26,000-£27,000 (DOE)

About the Role

To manage and coordinate the complaints process related to accredited energy assessors, ensuring all complaints are handled efficiently, fairly, and in accordance with regulatory and accreditation standards. The role supports the integrity of the accreditation scheme and contributes to continuous improvement in service delivery, risk management, and compliance. The role requires regular interaction with internal and external stakeholders, including legal advisors, insurers, and government bodies.

Key Responsibilities

Complaint Handling & Investigation

- Manage the complaints process from start to finish, including stakeholder liaison and detailed reporting.
- Act as the first point of escalation for complaints.
- Conduct thorough investigations and ensure impartiality and confidentiality throughout.
- Escalate relevant complaints to the Certificate Committee and Insurance Claims Panel, and present findings at these meetings.

Risk & Legal Liaison

- Liaise with the Claims and Legal Risk Advisory Group to present matters of business risk or financial implications to senior stakeholders.
- Liaise with insurers and manage the insurance claim process, reducing pressure on internal legal resources.

Compliance & Reporting

- Ensure all complaints are managed in line with internal policies, accreditation requirements, and relevant legislation.
- Contribute to MHCLG (Ministry of Housing, Communities and Local Government) monthly reporting.
- Maintain accurate records and produce regular reports on complaint trends and outcomes.

Performance & Process Management

- Responsible for complaint KPIs and ensuring all timeframes are met.
- Analyse complaints and collaborate with support teams to identify and address training gaps for members.
- Identify recurring issues and recommend improvements to accreditation processes and assessor training.

Key Competencies

- Integrity and impartiality
- Analytical thinking
- Conflict resolution
- Customer service orientation
- Team collaboration

About you

People are what make Elmhurst great. It is the drive and commitment of our people that creates our success, which is why we focus on recruiting and developing the best talent. We are seeking an individual who possesses a strong 'Can-Do' attitude, willing to go the extra mile to provide a positive customer experience.

Our Ideal candidate will have:



- ✓ Minimum of 2 years experience in complaints handling, compliance, or regulatory environments.
- ✓ Excellent written and verbal communication skills.
- ✓ High attention to detail and ability to manage sensitive information.
- ✓ Strong organisational and time management skills.

Preferred (but not essential) skills and qualifications:



- ✓ Knowledge of energy assessment schemes (e.g., EPCs, DEC, SAP, etc.).
- ✓ Experience working within an accreditation or certification body.
- ✓ Familiarity with relevant legislation (e.g., GDPR, consumer protection laws).

Application process

Our preferred application route is through our careers page on our website. Alternatively you can send your CV with introduction to **hr@elmhurstenergy.co.uk**

- **First stage:** We like to start with an initial 10 to 15 minute telephone conversation. This will cover the basics and make sure the role is what you are looking for and is worth pursuing further for both of us.
- **Interview:** Successful candidates will then be invited to attend an interview. We prefer this to be in person at our offices in Lutterworth offices.

Benefits

As well as being part of a great team, here are some of the other great benefits of being a part of the Elmhurst team.



Receive a competitive salary

Opportunities for growth in pay and a company bonus.



Putting your health and wellbeing first

Private medical cover and BUPA cash plan available for all your health needs.



Giving you opportunities to grow

We invest in our people and continue to deliver training to help them grow and develop.



Keeping things flexible with remote working opportunities

Depending on the role, we have adapted to accommodate a hybrid way of working.



Get some much needed me time

25 days holiday. Not enough? Get more with our holiday purchase scheme.



Regular parties, lunches and office pizzas

Our social committee ensures that work is fun with team activities, and days out.