



Independent Press Standards Organisation Job Description

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| Title | Complaints Officer |
| Department | Complaints |
| Reports to | Head of Complaints |

Job Purpose

Reporting to the Head of Complaints and working closely with the Systems department, the purpose of the Complaints Officer position is to handle complaints to IPSO in a personal, authoritative and efficient manner, in line with agreed procedures and timescales.

Principal Roles and Responsibilities

Review complaints to IPSO to determine whether they fall within its remit and raise a potential breach of the Editors' Code of Practice;
Investigate complaints to IPSO and make draft recommendations for the consideration of the Complaints Committee;
Ensure that all correspondence relating to complaints matters is recorded and responded to in accordance with agreed procedures and timescales;
Provide an efficient, compassionate and effective pre-publication and private advisory service;
Provide high-quality guidance to editors and members of the public on matters relating to the Editors' Code of Practice and the IPSO complaints process, including to complainants seeking to resolve their concerns via publications' internal complaints-handling systems;
Maintain high levels of honesty, integrity and confidentiality in all investigations.

General

Comply with IPSO's Health & Safety requirements;
Comply with IPSO's Equal Opportunity Policy;
Fulfil obligations as set out in the contract of employment and follow IPSO's policies as set out in the Staff Handbook;
Undertake any reasonable activity as required by the Heads of Complaints or the Senior Management Team.