



Independent Press Standards Organisation Job Description

Title Complaints and Arbitration Officer
Reports to Joint Heads of Complaints and Director of Operations

Job Purpose

With a dual reporting line to the Head of Complaints and the Director of Operations, the purpose of the Complaints and Arbitration Officer Position is to run the IPSO arbitration scheme, and to handle complaints to IPSO in a personal, authoritative and efficient manner, in line with agreed procedures and timescales.

Principal Roles and Responsibilities

Arbitration

To run IPSO's arbitration scheme:

- Document, acknowledge and progress new requests for arbitration;
- Develop the scheme rules and processes as may be required from time to time;
- Maintain the relationship between IPSO, the Arbitration Company and the Arbitrators;
- Provide reports as requested to the Senior Management and Board of IPSO on the operation of the arbitration scheme;
- Promote the scheme and provide information on its use to members of the public and other stakeholders as needed.

Complaints

- 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 Head of Complaints or the Senior Management Team.