



Hexagon

Senior Complaints Investigator

Recruitment Pack

August 2026



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Welcome letter

August 2026

Dear Candidate

Senior Complaints Investigator

Thank you for your interest in working for Hexagon Housing Association.

If you require a copy of this document in an alternative format, please contact us on the details below.

As a provider of high-quality housing and care services, we believe it is important to recruit talented individuals who share our vision to be the provider of choice.

We know that attracting and keeping the best people is the most effective way to build a successful business, so we are committed to investing in you and your future, offering a competitive remuneration package and providing extensive learning and development opportunities throughout your career.

This pack gives background information on Hexagon and the role you are applying for. Please make sure your application reaches us by **12 noon on Thursday 3rd September 2026**.

You will be contacted within ten working days of the closing date if you have been shortlisted. If we do not contact you, then please assume that you have been unsuccessful on this occasion.

Please note we do not accept CVs. Applicants must fully complete our online application form.

Good luck!

Hexagon Human Resources

Tel: 0208 768 7941

Email: recruitment@hexagon.org.uk

Web: www.hexagon.org.uk/careers

About Us

Hexagon Housing Association owns and manages approximately 4500 homes in south-east London and Kent. Most of our stock is general needs housing but our portfolio of shared ownership and leasehold housing is growing. We also have over 300 homes in Supported Housing schemes, about two thirds of which we manage ourselves and one third is managed by Supported Housing agencies. Co-operative managing agents manage about 300 of our general needs rented homes.

Our partner boroughs are Southwark, Lewisham, Greenwich, Bexley and Croydon, with a small number of homes in Bromley and Kent. We are building new homes for rent and shared ownership, currently mostly in Southwark, Croydon and Bexley. Our shared ownership and leasehold portfolio is expanding and is expected to continue to grow in the future.

Our homes include all types ranging from modern purpose-built blocks of flats, through to Victorian houses converted into flats and houses. We do not manage any large estates – our biggest single estate is 100 flats – but we do manage a number of small estates and blocks.

As an organisation, we are concerned with people, their homes and communities. We make good quality, affordable housing and services available to people in South London, and work to extend opportunities and improve the neighbourhoods they live in.

Like all housing associations, Hexagon is a not-for-profit organisation and is regulated by the Regulator of Social Housing (RSH).

Hexagon currently employs 120 staff. We recognise the importance of making Hexagon a great place to work and are committed to continuously improving staff engagement. We are a certified Great Place to Work with IIP Gold. All of our staff are based at our office in Sydenham SE26 and although the office will be your place of work, our expectation is that office and home working is blended to ensure that it works for both staff and the organisation.

Our values are designed to enable us to:-

Put our **C**ustomers at the heart of what we do

Appreciate difference

Be **R**esponsible (and accountable)

Empower our people



The Team

Thank you for your interest in the Senior Complaints Investigator role. Set out below is some background information about Hexagon, the department, and the role, which we hope you will find useful.

About Hexagon

Based in Sydenham, Hexagon is a community-based housing association with 4000 homes for rent or low-cost home ownership across in 5 boroughs in South London. We are actively developing new homes and are committed to delivering an excellent service for our residents. We aim to put our residents at the heart of everything we do. This means involving our residents in the way we deliver the service. It also means a commitment to delivering consistent levels of excellent customer service.

What the Complaints Team Does

Hexagon aims to deliver a great service every time, but we know that sometimes things don't go according to plan. When this happens, we welcome feedback from our residents, including formal complaints.

When we receive a complaint, it is investigated by Hexagon's complaints team. We perform an independent and impartial investigation. We work closely with our residents, as well as with colleagues in all parts of the organisation to understand what happened and determine whether Hexagon has failed to deliver the service it aspires to.

If so, we also decide how we should make things right. We also help Hexagon to learn from complaints, by identifying trends in the complaints we receive, and working with our colleagues across the organisation to ensure that the same mistakes don't happen again, and so to continually improve Hexagon's services.

The Team

The role of Senior Complaints Investigator reports to the Complaints Manager and is the senior authority on complex complaints including those at Stage 2 and those referred to the Housing Ombudsman.

Day-to-day operations of the team are managed by the Complaints Manager. The team also includes three Complaint Investigation Officers, and a Co-ordinator.

Your First Month

Your first month will be focused on getting to know our customers, our organisation and our approach to complaints. You will make an immediate contribution to stabilising the service.

You will support the team in reducing the current complaints backlog and will play an important role in preparing and submitting pre-determination packs.

As the Service Stabilises

As the backlog reduces and the service becomes more stable, your focus will increasingly shift towards Stage 2 and complex complaints. You will also take the lead in quality assurance and work to drive service improvement, ensuring that we are learning from what our residents are telling us.

Our office

All staff are based at our office in Sydenham, London SE26. Our office will be your place of work, although we work in a hybrid way and our expectation is that office attendance will be a minimum of 2 days per week.

Resident Involvement and Community Investment

Hexagon has a good reputation for involving our residents in the management of their homes; the work is co-ordinated by our Resident Involvement team.

We also have a Community Investment team delivering employment support, money advice and community investment activities and although both these teams report to the Head of Housing Services, they work closely with Neighbourhood & Estate Services to engage with our residents.

Hexagon as an Employer

We recognise the importance of making Hexagon a great place to work and are committed to continuously improving colleague engagement.

Job Description

JOB TITLE: Senior Complaints Investigator

RESPONSIBLE TO: Complaints Manager

DATE: August 2026

GRADE: Senior Officer

PURPOSE

The Senior Complaints Investigator is responsible for leading the investigation and resolution of stage 2 complaints and other complex customer complaints, ensuring they are managed fairly, independently and in accordance with organisational policy and the Housing Ombudsman Complaint Handling Code.

The postholder will act as the technical lead for complaint investigations, providing expert advice and guidance to colleagues, supporting consistent decision making and ensuring investigations are evidence based, proportionate and focused on achieving fair and equitable outcomes for Hexagon's residents.

The role plays a key part in maintaining the quality of complaint handling across the organisation through coaching, quality assurance, regulatory support and continuous improvement activity.

Principal Accountabilities

Investigation & Resolution

1. Lead the independent investigation of Stage 2 complaints, ensuring each case is investigated thoroughly, impartially and within agreed timescales
2. Review all relevant documentation, policies, procedures, correspondence and evidence to establish the facts of each complaint and reach a balanced, evidence-based conclusion.
3. Engage proactively with residents, contractors and internal stakeholders to obtain additional information where required and ensure investigations fully consider the customer's experience.
4. Provide high quality complaint responses that clearly explain findings, decisions and learning outcomes.

5. Ensure remedies are proportionate, fair and aligned with organisational policy and Housing Ombudsman guidance.
6. Manage a portfolio of complex, sensitive or high-risk complaints, exercising sound professional judgment whilst recognising when issues require escalation.

Technical Leadership

7. Act as the first point of escalation for Complaints Investigators requiring advice on complaint handling policy interpretation or investigation methodology.
8. Provide day to day coaching and technical support to investigators to improve, investigation quality, consistency and customer outcomes.
9. Promote best practice in complaint investigation and ensure consistent application of policies, procedures and regulatory requirements.
10. Support the development of investigation standards, response templates and guidance documentation.
11. Maintain expert knowledge of complaint handling legislation, Housing Ombudsman guidance and sector best practice, sharing learning across the wider team.

Quality Assurance

12. Undertake Quality Assurance reviews of stage 1 complaint investigations, identifying areas of good practice, inconsistencies and development opportunities.
13. Provide constructive feedback to investigators to improve investigation quality, written responses and customer communication.
14. Identify recurring themes arising from quality assurance activity and make recommendations to improve complaint handling standards.
15. Support calibration exercises to ensure consistent decision making across the team.

Housing Ombudsman Support

16. Lead the technical management of Housing Ombudsman enquiries and investigations
17. Review evidence submitted in response to Ombudsman requests ensuring information is accurate, comprehensive and appropriately presented.
18. Support the implementation of recommendations issued by the Housing Ombudsman.

Continuous Improvement

19. Identify recurring service failures and emerging complaint trends through casework.
20. Recommend improvements to policies, procedures and operational processes to reduce complaint volumes and improve customer experience.
21. Support the delivery of complaint handling training across the organisation.
22. Contribute to the ongoing development of the Complaints Service Operating Model.

Operational Resilience

23. Support stage 1 investigation during exceptional demand and periods of absence.
24. Support service recovery activity, including backlog reduction where required.

Decision Making

Authorised to:

- Determine stage 2 complaint outcomes
- Recommend compensation
- Escalate organisational risk
- Escalate policy concerns

General

1. Act always in accordance with Hexagon's published policies and procedures.
2. Maintain high standards of probity and confidentiality.
3. Take responsibility for self-development, attending training, supervision, appraisals, team meetings and staff conferences as required.
4. Carry out all other duties as may be reasonably be assigned

Notes

All tasks within this job description may be carried out on behalf of Hexagon Housing Association, its subsidiaries, and any associated organisations.

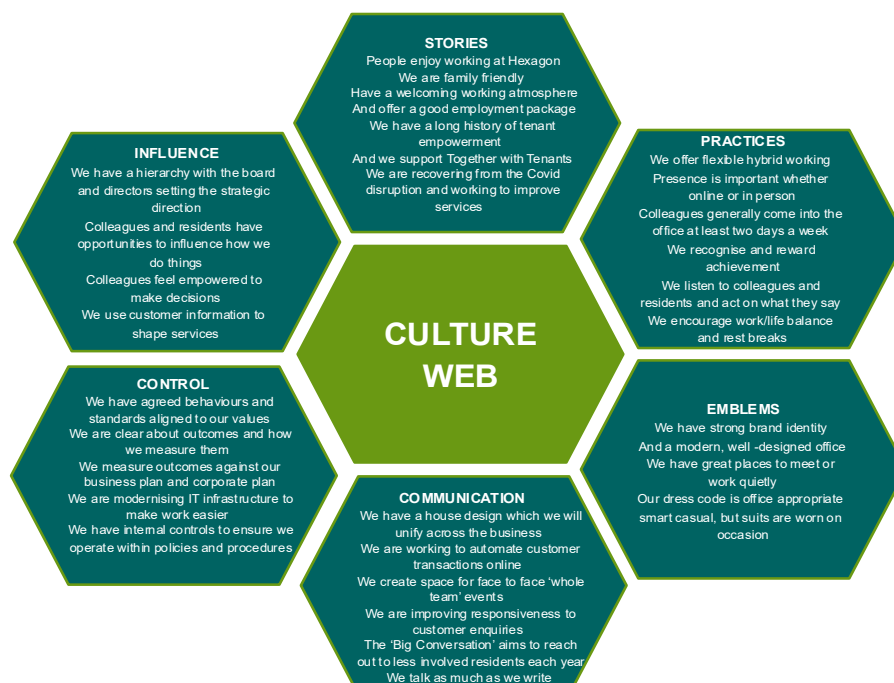
This Job Description does not form part of the post holder's contract. This job description may be periodically reviewed to take account of changing demands. The post holder will be consulted before amendments to this job description are made.

Person Specification – Senior Complaints Investigator

Skills Required	Level
Skills/Knowledge/Abilities	Essential • Proven background of working in a complaint’s investigation team in a regulated environment • Experience of delivering results through teamwork • An understanding of the Housing Ombudsman Complaint Handling Code • Able to organise, prioritise and plan to meet deadlines and targets, in a demanding, high volume, customer facing context • Excellent written & verbal communication skills, with ability to challenge, influence and persuade others • Excellent IT skills, familiarity with MS Office (Word, Excel) and demonstrated ability to quickly learn and adapt to new systems. Desirable • An awareness of the challenges facing housing associations and their residents
Personal Qualities	Essential • Acts with integrity, transparency and able to build high levels of trust • Appreciates difference and treats all people with dignity and respect • Responsible, resilient, able to work under pressure, and demonstrates high levels of drive and determination. • Positive, can-do attitude with commitment to providing excellent customer service.

The above specification will be used in the shortlisting process. As a minimum, candidates must cover the requirements marked as ‘Essential’ in their application.

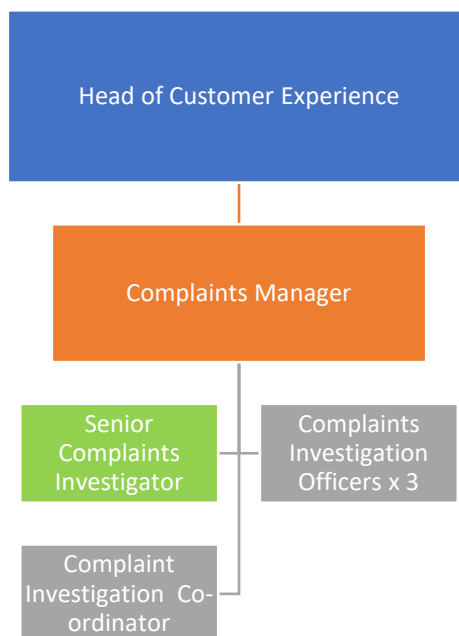
Our Culture Web and CARE Behaviours



Cultural Behaviours Matrix

Values	Customers at the heart	Appreciating difference	Responsible & accountable	Empowering people
All staff	- Be polite - Keep your promises - Communicate updates regularly - Listen and show empathy - Be solution focused with a 'can do' attitude - Ask and act on feedback from customers	- Seek to understand difference - Treat people as individuals - Be self-aware of own bias - Be non-judgemental - Be respectful	- Don't blame, just explain - Don't pass the buck - Acknowledge and follow up emails/queries within agreed times - Keep calendar presence up to date - Respect others' time	- Share skills and good practice - Collaborate and work as a team - Attend job/person centred training - Be trusting and trustworthy - Be constructive - Ask for what you need to do your job
Managers	- Embed the CATH principles - Take ownership for customer experience - Learn from customer feedback - Listen and take action	- Be aware of individual staff traits - Respect different ways of working - Be flexible in setting objectives - Be fair and equitable to all team members	- Listen to staff and explain when making changes - Set intelligent SMART objectives - Recognise achievements - Be consistent - Be results focused - Put policies/procedures in place and make sure they are followed	- Promote ongoing learning for team members - Set clear priorities and expectations - Be supportive and flexible - Step in with support when resolution is needed
Directors	- Consider the impact of decisions on customers - Be seen to be listening - Be close to the 'frontline' - Be strategic, seeing the bigger picture - Guide change	- Be a champion and voice of diversity - Be accessible and approachable - Be fair in conflict resolution - Set a positive performance management framework that recognises difference	- Set realistic but stretching objectives - Be visible and interact with staff/residents - Be honest and transparent - Be open to constructive feedback	- Set clear direction and delegate - Lead by example - Get to know and value your people - Provide recognition

Organisation Chart



Principal terms and conditions

(For information purposes only)

Working for Hexagon

We pride ourselves on providing a working environment which allows people to enjoy what they do, develop their skills and fulfil their potential. We are accredited by Investors in People with Gold status, demonstrating our commitment to the development of our staff. We offer excellent conditions of employment, and training programmes.

1. Position

Senior Complaints Investigator

2. Remuneration

Salary £43,481 - £48,314 (dependent on experience)

3. Our generous range of benefits includes:

Core Benefits

- Defined Contribution Pension scheme with 3 x life assurance.
- Private Medical Insurance.
- Excellent Employee Assistance Programme (EAP)

Work life balance

- Hybrid Working/TOIL.
- Enhanced Maternity and Paternity leave.
- Adoption Leave.
- Enhanced Carers Leave.

Other Benefits

- Salary Sacrifice – Gym Membership Scheme.
- Salary Sacrifice – Car Leasing Scheme.
- Salary Sacrifice – Computer Scheme
- Season Ticket Loan
- Cycle 2 Work Scheme

Rewarding our staff

- A comprehensive corporate training and development plan.
- Fully comprehensive induction and training for all employees.
- Staff Excellence Awards.
- Social Events.

4. Annual Leave

26 days plus 8 public holidays increasing by 1 day per annum up to 31 days.

5. Location

Your normal place of work will be our head office at 130-136 Sydenham Road Sydenham, London SE26 5JY. Arrangements for Hybrid Working (2 days per week office) will be discussed with the successful candidate.

6. Working hours

Full time – 35 hours per week



A workspace at our Sydenham Road Office

The Advertisement

Senior Complaints Investigator
£43,481 - £48,314 (dependent on experience)
Full-time – 35 hours per week
South East London - Hybrid

Hexagon is an innovative and responsive housing association working in partnership with a range of local authorities to meet housing needs across Southeast London. With a turnover of £40m, 120 staff and over 4,000 homes, Hexagon is continually improving the quality and range of our affordable homes and services.

As an organisation we are concerned with people, their homes, and communities. We make good quality, affordable housing, and services available to people in the local areas we serve, and work to extend opportunities and improve the neighbourhoods they live in.

We are looking for an outstanding individual who will strive to help us provide the best service to our residents by learning from complaints and contributing to positive outcomes. You will lead the investigation and resolution of Stage 2 and other complex complaints ensuring we meet our statutory and regulatory obligations, maintain the quality of complaint handling across the organisation through coaching and quality assurance and assist services to resolve issues and promote shared learning leading to service improvements.

Our ideal candidate will have:

- A proven background of working a complaints investigation team in a regulated environment.
- Excellent written & verbal communication skills, with ability to challenge, influence and persuade others.
- Excellent IT skills, familiarity with MS Office (Word, Excel) and demonstrated ability to quickly learn and adapt to new systems.
- An understanding of the Housing Ombudsman Complaint Handling Code.
- A positive, can do attitude with commitment to providing excellent customer service.

An awareness of the challenges facing housing associations and their residents is desirable but not essential.

This role presents a brilliant opportunity to further your career with a dynamic company that is committed to employee engagement, values its staff and provides a work environment that is built on flexibility, empowerment, and a commitment to support you to be the best that you possibly can. If you want to work with a fantastic team and feel proud of the contribution that you make each day, then we very much want to hear from you.

We will offer you training and supervision to help you achieve your full potential, and an excellent package including pension scheme with 3 x life assurance, private medical insurance, flexible hybrid working (minimum expectation is 2 days per week office based), and 26 days annual leave rising one day per year to 31 days.

For further details and how to apply, please visit our website at www.hexagon.org.uk. No agencies

Closing Date: Thursday 3rd September - 12 noon

Interviews will be held in person on Tuesday 15th September 2026

We are committed to building a diverse workforce and making Hexagon an inclusive place to work where everyone can be themselves and feel valued for their contribution.

Accessibility and Adjustments

We are committed to providing reasonable adjustments throughout the recruitment process to ensure inclusivity. If you have any specific requirements, please contact recruitment@hexagon.org.uk

Key dates and the selection process

Closing date:	Please make sure your application is submitted by – 12 noon on Thursday 3rd September 2026
Short listing:	Tuesday 8th September 2026
Interviews:	Will be held face-to-face at our offices in Sydenham SE26 on Tuesday 15th September 2026 With Panel members (Head of Customer Experience and Complaints Manager)