

57420 Complaint Administration Team

1. Does Edinburgh Council have a specific complaint administration team?

If so, a copy of the most up to date job specification used to advertise any positions in recruitment.

2. Please confirm pay grade for this role.

3. Start Salary to highest pay for the band.

The Council operates a decentralised approach to complaints and does not have a specific complaint administration team. Consequently, there are numerous members of staff across the Council who have a complaints responsibility in whole, or in part. Moreover, complaints may not be referenced in their respective job titles.