



PROACTIVE
COMPLAINTS
MANAGEMENT

TRAINING • COACHING • CASE MANAGEMENT

The basics of complaints handling

Objectives of a complaint system

The main objectives of a complaints handling system for any organisation should be to:

- ✓ Provide a complainant with access to an open and responsive complaints handling process;
- ✓ Enhance the ability of the organisation to resolve complaints in a consistent, systematic and responsive manner to the satisfaction of the complainant and the organisation;
- ✓ Enable an organisation to identify trends and eliminate causes of complaints and improve the organisations operations;
- ✓ Assist an organisation to create a customer focused approach to resolving complaints;
- ✓ Provide a basis for continual review and analysis of the complaints handling process and the resolution of complaints;

Purpose of a complaints management system

An effective complaints process is an organised way of responding to, recording, reporting and using complaints and feedback to identify and implement opportunities to improve the quality of care and service provision and resolving the problem for the complainant

ISO 10002 – 2006



“They may forget what you said, but they will never forget how you made them feel”

Effective Communication

This involves:

- ✓ Accountability;
- ✓ Fair and honest dealings;
- ✓ Open and transparent complaints process;
- Train staff of the organisation to deal with handling consumer complaints;
- It is OK for staff not to want to deal with complaints, as long as they pass the complaint onto someone who will resolve concerns;

Questions to ask a complainant:

- ✓ What outcome are you seeking?
- ✓ Have you considered from your perspective how we could resolve the complaint?
- ✓ Have you raised this complaint with any other staff member? With whom? Did this staff member provide you with a satisfactory response / resolution?

We will need to determine:

- ? Is this outcome achievable and / or realistic?
- ? Is it your responsibility to meet the consumers expected outcome?
- ? Is the complaint beyond the scope of your responsibility to resolve?
- ? Is the consumer aware of their options if they are not satisfied with the investigation outcome?

We all like to feel important

- Smile and make it genuine;
- An open posture conveys your strong interest in the other party;
- Lean forward, show an interest in what the other person is saying;

Build rapport from the beginning

- Accept that the family is integral to the older person's wellbeing:
 - Accept their role (within reason);
 - Assist to maintain relationships/attachment's/identity;
- Begin a relationship with the family from the waiting list:
 - Educate about your approach and values;
 - Email;
 - Be proactive;

Reality check the clients/representatives expectations

- Keep expectations realistic:
 - Avoid making big claims for what you can do;
 - Let the client and family know what you expect of them in terms of behaviour, information;
 - Give written information in small doses if applicable;
 - Ask for feedback on information provided;
 - Gather the family together for an information session if more than one contact person;
 - Ask prospective consumer / representative what they expect from the organisation;

For further information and or training for staff please contact Steve at steve@proactivecm.com.au or via phone 0418 313 303