



Complaints Handlers Checklist

This document has been developed for the use by staff who are handling any customer complaint(s).

It should be noted that this document is a guide and any complaints handling staff should use it in a way that suites their specific situation/complaint...

Suggestions for beginning the conversation:

- 1) Listen to the other party with empathy;
- 2) Summarise what the other party has informed you – *(i.e. reframe - use the other parties language as far as possible)*;
- 3) Ask clarifying questions of the other party to better understand their position e.g. when, who, how and what;
- 4) Encourage the other party to advise you of their needs;
- 5) Advise the other party of your needs/concerns in a composed manner;
- 6) Write down the other parties and your needs and explore options to achieve beneficial outcomes;
- 7) Remain open minded when seeking solutions and ask the other party for their opinion;
- 8) Immediately address any inappropriate behaviour or threats;

Complainants Name:	
Summary of Complaint:	<i>Use the complainants words as far as possible</i>

Suggested Prompts	Comment
<p>1. Thank you for bringing the issue/concern/problem/complaint to our attention.</p> <ul style="list-style-type: none"> • <i>“Both of us would like this matter resolved so that your loved one is able to receive the best possible care”</i> 	
<p>2. Advise the complainant that you will be taking notes.</p> <ul style="list-style-type: none"> • <i>“Whilst you are explaining your concerns to me I will be taking notes for my records and to ask any questions when you have finished saying what your concerns are however please be advised that these notes are not minutes”</i> 	
<p>3. Starting the discussion is always difficult, however consider the following:</p> <ul style="list-style-type: none"> • If the complainant is exhibiting distress – genuinely apologise for their distress; • <i>“I am really sorry you are distress about this matter....would you like to explain to me what is happening from your perspective?”</i> • <i>“What has occurred?”</i> • <i>“When did you first become aware of this?”</i> • <i>“Have you raised this concern with any other</i> 	

<i>staff member?"</i>	
<p>4. Seek information from the complainant how they expect/would like the matter resolved, this will allow you to understand the complainants expectations:</p> <ul style="list-style-type: none"> • <i>"Have you given any thought to how you would like the matter resolved?"</i> – Only ask this question if there is no obvious resolution to the complaint 	
<p>5. From the organisations perspective you will now need to consider the following:</p> <ul style="list-style-type: none"> • Are you the right person to be handling this complaint? • Are the expectations of the complainant achievable? • Do you need to invite another staff member into the meeting who may be able to assist you to resolve the matter? • At the earliest opportunity ensure that you advise the complainant what is and is not achievable; • Ensure that you provide realistic information on what you can and can't achieve; 	
<p>6. Outline the course of action that you will now take to resolve the matter:</p> <ul style="list-style-type: none"> • Advise complainant of any inquiries/investigation that you will 	

<p>undertake;</p> <ul style="list-style-type: none"> • Provide a time frame for the completion of the inquiries/investigation; • Advise the complainant that after your inquiries/investigation that you will either call them, email or meet face to face – (does the complainant have a preference?) • Advise the complainant if any privacy or confidential information is discovered how you will manage these (refer to your organisations privacy policy); 	
<p>7. Ask the complainant for additional information if required or they may have re the matter and how to provide this to you i.e. email, by mail etc.;</p>	

Once the meeting has been completed as the complaints manager you will need to decide the following:

- What further information do you require?
- Decide whether you will have another staff member to assist in resolving the complainant and what role they will play;
- Do you need to interview staff – if yes be mindful of your organisations Privacy Policy and confidentiality;
- What (if any) is the likelihood of staff disciplinary actions being taken as a result of the complaint? Do you need to advise Human Resources and/or the Unions?

The above is not an exhaustive list of handling a complaint and is only a guide, for further information please contact Proactive Complaints Management to discuss your specific requirements by email at steve@proactivecm.com.au or by phone 0418 313 303 (Steve Aivaliotis)