



PROACTIVE
COMPLAINTS
MANAGEMENT

TRAINING • COACHING • CASE MANAGEMENT

How to effectively decrease a complainant's anger – the CARP method

We all like to be in control of our destiny and the way we are perceived.

During times of conflict sometimes even the most rational of individuals may lose sight of how to behave or act appropriately.

During these interactions we need someone to take charge and have a plan of action on how to resolve any disputes and at least hear our concerns.

The strategy below will assist us in this process.

C = Control

Ensure that you establish communication boundaries prior to any discussions

Take control of the situation inform the complainant that their anger will not control your interaction with them.

Ensure that you behave assertively however not aggressively or passive aggressive (*please refer to our Assertive Vs Aggressive handout*)

A = Acknowledge

Deal with the feelings of the complainant as soon as practicable and preferably at the beginning of your interaction

It is extremely important that the complainant knows that you understand (or at least empathise), with the complainants emotional state of mind or the situation

If safe to do so allow the complainant to let off steam i.e. to express their emotions (vent)

Venting should not go for the whole meeting however a certain amount of venting 3 or 4 minute should allow the complainant to express their frustrations. The complainant “owns” their frustrations and you own the resolution.

Ensure that you reframe what the complainant has told you, this ensures that the complainant understands that you have heard them e.g. *“Let me see if I have understood your concerns*”

R = Refocus

Refocus the complainant back to their original complaint i.e. try and be factual and take out as far as possible the emotions in the complaint. Be aware that you may not be able to totally take out all the emotions.

Ask for the facts e.g.

- What happened? (Evidence)
- When did it happen? (Evidence)
- How would you like to resolve your complaint? (Expectations)

P = Problem Solve

At this stage it is all about resolution i.e. informing the complainant what you can and can't do and what is acceptable to the complainant

It's all about negotiating an acceptable solution for both parties and one that can be tweaked if required as you assess whether the solutions that you have agreed to are working

For a specific training session tailored to your specific organisational requirements please call Steve on +61 418313303 or email Steve steve@proactivecm.com.au for a free discussion or check out our web site for more information, you can find us at www.proactivecm.com.au