



PROACTIVE
COMPLAINTS
MANAGEMENT

TRAINING • COACHING • CASE MANAGEMENT

Proactive Complaints Management Common Complaint Themes

1. Expectations are not being met
2. Collaboration in delivery of care and services versus duty of care
3. How are you going to handle my complaint i.e. fairly, without bias etc.?
4. How would a “reasonable person” view the current situation?

1. Expectations not being met

- Clearly establish expectations prior to entry into a service or providing a service
- If you are unable to establish expectations prior to entry attempt to establish expectations at time of entry
- Ask yourself the following questions:
 - ✓ Can we meet these expectations?
 - ✓ How are we going to meet these expectations?
 - ✓ Who will meet these expectations i.e. which staff?
 - ✓ What are our expectations on the consumer and/or their representative?

2. Collaboration in delivery of care and services versus duty of care

- Person Centred Care – is this possible and how are we going to deliver this?
- What is the role of the consumer, family and staff in the delivery of care and services?
- Is there any aspect of care and services that the consumer or family will provide – how, when and what strategies does the organisation put in place if this doesn't occur?

Questions to ask yourself?

- ? What type of care and/or services is the family wishing to provide?
- ? Will the care or services to be provided by the family meet your legislated obligations?

- ? Will your duty of care to the consumer be jeopardised?
- ? Are you using your duty of care obligations as a vehicle not to legitimately allow the family to provide care and services to the consumer?

3. How are you going to handle my complaint?

- Do you have a clearly defined complaints process?
- Is your complaints process fair and equitable for all parties i.e. consumer, family, staff and the organisation?
- How will you respond to a complainant if they disagree with your findings?
- How will you undertake a review of your complaints findings if the parties are not satisfied with the findings?

4. How would a “Reasonable Person” see the current issue?

- Are the concerns valid?
- Does the organisation need to undertake an investigation to determine the issues contained within the complaint?
- Is the complainant’s response/reaction reasonable?
- Has the complainant attempted to resolve the issue previously and has been unsuccessful?
- Is the complainant acting aggressively and how would a reasonable person act in a similar situation?

Proactive Complaints Management is able to provide you with advice on the following:

- ✓ How to determine the expectations of a complainant;
- ✓ How to determine your organisations duty of care when families insist in providing care; or
- ✓ Effective questions to ask a complaint so that you deescalate and resolve complaints

Please contact Steve Aivaliotis on 0418 313 303 or via email steve@proactivecm.com.au