

## Negotiating a workable solution

- 1) Listen to the other party with empathy;
- 2) Summarise what the other party has informed you – *(use the other parties language as far as possible)*;
- 3) Ask clarifying questions of the other party to better understand their position;
- 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;



# Pocket Guide to Handling Complaints

*“Speak when you are angry and you will make the best speech you will ever regret”*

Ambrose Bierce 1842-1914

*“A complaint is any expression of dissatisfaction with a product or service offered or provided”*

Australian Standard for Complaints Handling – AS 4269 – 1995 @ 1.4.

## **Suggestions for managing an angry complainant**

### **Listen:**

- ✓ Allow the complainant to tell you “their” story;
- ✓ Do not interrupt;
- ✓ Do not refute or contradict;

### **Provide an explanation:**

- ✓ Inform the complainant how the organisation views their complaint i.e. opportunity for improvement;
- ✓ What may have gone wrong;
- ✓ Apologise if appropriate;

### **Respond:**

- ✓ Provide an explanation of when you intend to meet with complainant and discuss the outcome of your enquiries;

## **Questions to ask a complainant**

- 1) Are you please able to explain what the issue(s) are?
- 2) When did you become aware of the issue(s) – date, time etc;
- 3) Have you raised these concerns with anyone previously?
  - If yes what was the outcome?
  - If no response was provided by staff member apologise;
- 4) Have you considered how we could resolve your issue(s)/concerns?
- 5) I will need to investigate this issue(s) and I will call you within 5 working days (depending on the severity and/or urgency of the issues)