

# GOOD COMPLAINT HANDLING

## Overview

What are the key elements of a robust complaint handling process? How can we welcome complaints? And what can we do to resolve them efficiently, ensuring the learnings are used to fix problems and improve services? This workshop explores the essential skills and strategies for complaint handling. Participants look at different types of complainant behaviour, and consider how to overcome personal and organisational barriers to making and resolving complaints.

## Who should attend

People with responsibility for handling, investigating or managing complaints; frontline staff.

## Benefits from attending

Drawing from the Victorian Ombudsman's resources you will better understand how to:

- appreciate the value of complaints to your organisation and use your complaint handling process to strengthen relationships with the people who raise concerns with you
- better enable, respond to and learn from complaints
- understand and avoid the most common mistakes
- develop techniques for managing expectations and avoiding escalations of conflict
- recognise a human rights-based complaint
- improve your service delivery and your approach to complaint handling using complaint data.

## Presenters

### Jenny Jackson

Senior Program Designer, Victorian Ombudsman

### Marita Cullen

Program Facilitator, Victorian Ombudsman

## Dates

- Thursday 27 February 2020 - 9.30am to 1pm
- Tuesday 28 April 2020 - 9.30am to 1pm
- Tuesday 16 June 2020 - 9.30am to 1pm

## Cost

\$385 (GST inclusive)

Credit card payment only

## Location

Level 2, 570 Bourke Street, Melbourne VIC 3000

## Register at

<https://education.ombudsman.vic.gov.au/event/VICOMB/good-complaint-handling-sub-landing.html>

**Enquiries** [education@ombudsman.vic.gov.au](mailto:education@ombudsman.vic.gov.au)

**Phone** (03) 9613 6100

Contact us if you are interested in booking a workshop on site at your workplace.