

GOOD COMPLAINT HANDLING

Overview

This workshop focuses on developing effective skills and appropriate strategies for complaint handling. Participants are given a step-by-step model for dealing with complaints. They examine different types of complainant behaviour, and also explore how to overcome personal and organisational barriers to making and resolving complaints.

Who should attend

Staff who have regular, high-volume contact with clients and customers, face to face or by phone.

Benefits from attending

Drawing from the Victorian Ombudsman's resources you will have a better understanding of how to:

- appreciate the value of complaints to your organisation
- better enable, respond to and learn from complaints
- understand and avoid the most common mistakes in complaint handling
- create or strengthen your practice in dealing with complaints
- develop techniques for managing expectations and avoiding escalations of conflict
- develop a better understanding of how to handle a human rights-based complaint
- recognise how your complaint data can improve your service delivery and your approach to complaint handling.

Presenters

Kenton Miller

Senior Program Designer, Victorian Ombudsman

Marita Cullen

Program Facilitator, Victorian Ombudsman

Dates and sessions

Good complaint handling for the Public Sector

Tuesday 15 November 2016 - 9.30am to 1pm

Thursday 1 December 2016 - 1.30pm to 5pm

Thursday 15 December 2016 - 1.30pm to 5pm

Good complaint handling for Local Government

Thursday 17 November 2016 - 9.30am to 1pm

Tuesday 29 November 2016 - 1.30pm to 5pm

Wednesday 14 December 2016 - 1.30pm to 5pm

Your investment

\$385 (GST inclusive)

Location

Victorian Ombudsman

Training Room

Level 2, 570 Bourke Street, Melbourne VIC 3000

For all enquiries, please contact the Education Services Team on **(03) 9613 6100**

Email: education@ombudsman.vic.gov.au

REGISTRATION DETAILS

NAME:		
ORGANISATION NAME:		
POSTAL ADDRESS:		POSTCODE:
TELEPHONE:	MOBILE:	EMAIL:
NAME AND DATE OF SESSION ATTENDING:		

ATTENDEE NAME	ATTENDEE POSITION TITLE	ATTENDEE EMAIL ADDRESS	DIETARY/SPECIAL NEEDS

<input type="checkbox"/> PLEASE TICK IF YOU HAVE ANY SPECIFIC NEEDS
PLEASE PROVIDE A DESCRIPTION OF THE ARRANGEMENTS OR ASSISTANCE REQUIRED ON THE DAY:

PAYMENT

TOTAL FEES PAYABLE \$	DEBIT MY: <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD
CREDIT CARD NUMBER <input type="text"/>	EXPIRY DATE: <input type="text"/> CCV: <input type="text"/>
CREDIT CARD HOLDER NAME:	SIGNATURE:
PAYMENT CONTACT NAME:	
PAYMENT CONTACT EMAIL:	

VICTORIAN OMBUDSMAN ABN: 55 482 741 075

EMAIL: education@ombudsman.vic.gov.au **POST:** Victorian Ombudsman, Level 2, 570 Bourke Street, Melbourne VIC 3000

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