

# 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

People with responsibility for handling, investigating or managing complaints.

## 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
- develop techniques for managing expectations and avoiding escalations of conflict
- 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**

- Friday 17 March 2017 – 10.00am to 2.30pm
- Wednesday 19 April 2017 – 10.00am to 2.30pm
- Tuesday 30 May 2017 – 10.00am to 2.30pm
- Tuesday 27 June 2017 – 10.00am to 2.30pm

**Good complaint handling for Local Government**

- Wednesday 8 March 2017 – 10.00am to 2.30pm
- Thursday 20 April 2017 – 10.00am to 2.30pm
- Friday 26 May 2017 – 10.00am to 2.30pm
- Thursday 15 June 2017 – 10.00am to 2.30pm

## Cost

\$550 (GST inclusive)

## 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>

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