

# Complaints Resolution

For all employees – particularly those who regularly have to deal with complaints  
| 1 day

**The Commonwealth Ombudsman has referred to complaints as ‘rivers of gold’ which provide organisations with free advice on how to improve their services!**

**This workshop is designed to help participants to turn complaints into ‘rivers of gold’; to use them as an opportunity rather than a threat; and to create a complaint-valuing culture which effectively handles and monitors responses to complaints.**

## Objectives

On completion of the training, participants will be able to:

- recognise good complaint-handling practices
- know how to manage their own emotions, others’ emotions and the issues
- practice both empathy and assertiveness in dealing with complaints
- use techniques for dealing with difficult people
- communicate effectively and confidently when managing complaints
- follow established procedures and learn from positive case studies

## Key Content

- Why do/don’t people complain?
- Types of requests and complaints
- How customers complain and what they want
- Good complaint-handling practices
- LEARN to manage complaints well
- The positive side of complaints
- Complaint case studies
- Self-appraisal: how do *you* deal with complaints?
- Policies and procedures for managing complaints
- Don't take it personally!
- Managing your emotions
- Demonstrating empathy
- Managing the customer's emotions
- Assertiveness techniques
- A problem-solving partnership approach
- Communicating clearly
- Aiming for win-win outcomes
- Techniques for dealing with difficult people