

GOOD COMPLAINT HANDLING

Overview

This workshop focuses on developing effective skills and appropriate strategies for complaint handling.

Participants work through a model for dealing with complaints. They examine different types of complainant behaviour, and 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 of 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

Jenny Jackson

Senior Program Designer, Victorian Ombudsman

Marita Cullen

Program Facilitator, Victorian Ombudsman

Dates

- Thursday 28 February 2019 - 9.30am to 1pm
- Thursday 2 May 2019 - 9.30am to 1pm
- Thursday 27 June 2019 - 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

Phone (03) 9613 6100

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