



Practitioner submitted task: Prepared for the Project, Teaching to Fish (Build Tasks) Integrating OALCF Task Development within Ontario's Literacy Programs (2014)

Task Title: Dealing with Complaints – Checklist for Staff

OALCF Cover Sheet – Learner Copy

Learner Name: _____

Date Started (m/d/yyyy): _____

Date Completed (m/d/yyyy): _____

Task Description: Use a staff checklist for dealing with client complaints.

Competency: A: Find and Use Information

Task Groups: A1: Read continuous text , A2: Interpret documents

Level Indicators:

- A1.1: Read brief texts to locate specific details
- A1.2: Read texts to locate and connect ideas and information
- A2.1: Interpret very simple documents to locate specific details

Materials Required:

- "Dealing with complaints—checklist for staff" – attached
- Learner tasks – attached

Learner Information

In many workplaces employees must deal with customer complaints. Look at the “Dealing with complaints – checklist for staff.”

Dealing with complaints – checklist for staff

Complaints are a valuable source of feedback for the health service. All patients and their families and friends have the right to make a complaint about any aspect of their health care. They should be treated with respect and their complaint attended to quickly.

What to do when receiving a complaint

- Introduce yourself.
- Listen carefully to what the consumer is saying.
- Try to see things from their point of view.
- Clarify anything you're not sure about.
- Deal with the issue on the spot if possible.
- Write down the details on the complaint/feedback form.
- Thank the person for their feedback.
- Tell them what will happen next.

What NOT to do when receiving a complaint

- Be defensive or take it personally.
- Blame others.
- Make assumptions without checking your facts.
- Argue with the consumer.
- Be dismissive – it takes courage to complain.

Difficult situations

- Remain polite and respectful.
- Focus on the issue at hand, rather than the personalities.
- Take time to understand what the problem is – there may be an easy solution.
- Be prepared to listen, without getting caught up in emotions – the person wants to be heard.
- Be patient.
- Provide information or an expression of regret as appropriate.
- Ask another staff member for help if necessary.



Work Sheet

Task 1: What are the three main categories for dealing with customer complaints?

Answer:

Task 2: Who has the right to make a complaint about any aspect of health care at this facility?

Answer:

Task 3: What are three things employees must NOT do when receiving a complaint?

Answer:

Task 4: When an employee encounters a difficult situation, why is it important to take time to understand what the problem is?

Answer:

Task 5: Where should an employee write down the details of the complaint?

Answer:
