



## Task Title: Dealing with Customer Complaints

OALCF Cover Sheet – Learner Copy

**Learner Name:** \_\_\_\_\_

**Date Started (m/d/yyyy):** \_\_\_\_\_

**Date Completed (m/d/yyyy):** \_\_\_\_\_

**Successful Completion:** Yes  No

**Goal Path:** Employment  Apprenticeship

Secondary School  Post Secondary  Independence

**Task Description:** Read a staff checklist to understand how to deal with client complaints.

**Main Competency / Task Group/ Level Indicator:**

- Find and Use Information/Read continuous text/A1.2

**Performance Descriptors:** See chart on last page

**Materials Required:**

- Pen/pencil or digital device

## Learner Information

In many workplaces employees must deal with customer complaints.

Scan 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:

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

Answer:

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

Answer:

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

Answer:

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

Answer:

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