



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

OALCF Task Cover Sheet

Task Title: Complaint Handling

Learner Name:	
Date Started:	Date Completed:
Successful Completion: Yes___ No___	
Goal Path: Employment <input checked="" type="checkbox"/> Apprenticeship___ Secondary School___ Post Secondary___ Independence___	
Task Description: Read about and understand different complaint procedures	
Competency: A: Find and Use Information B: Communicate ideas and Information	Task Group(s): A1: Read continuous text A2: Interpret documents B1: Write continuous text
Level Indicators: A1.1: Read texts to locate and connect ideas and information A2.2: Interpret simple documents to locate and connect information B1.1: Write brief texts to convey simple ideas and factual information	
Performance Descriptors: see chart on last page	
Materials Required: <ul style="list-style-type: none">• learner instructions and information• pen or pencil	



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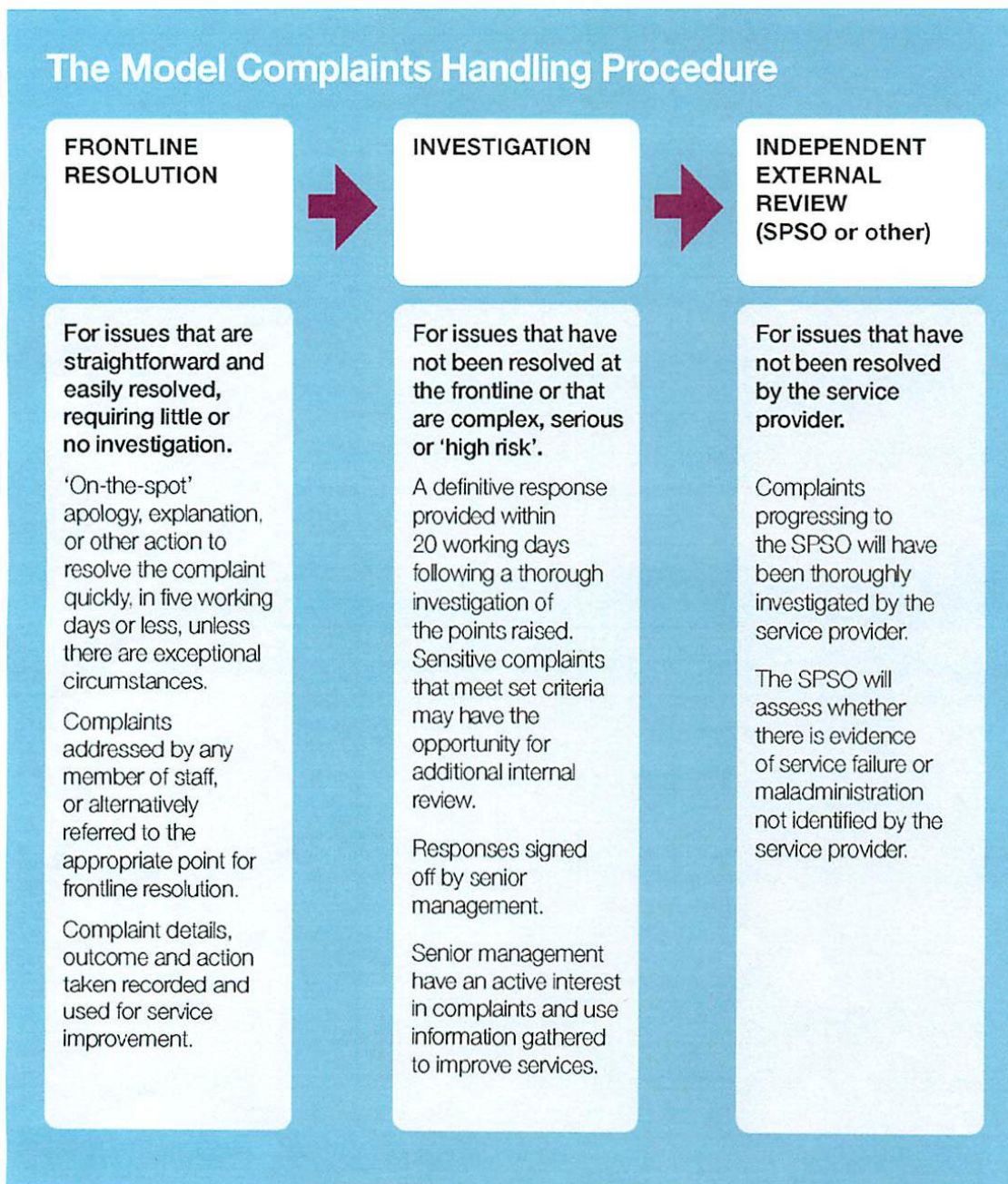
Task Title: Complaint Handling

Learner Information and Tasks:

- Task 1:** Read the document "Section 1: Process and Accountability." What are the three stages of complaint handling?
- Task 2:** Who is responsible for signing off on complaints at the investigation level?
- Task 3:** What two internal complaints procedures does this model provide organizations?
- Task 4:** How many days will a response take for a serious issue that has not been resolved on the frontline?

Section 1: Process and Accountability

- 1 This section provides guidance on the process to be followed in a model CHP and who should be accountable at each stage. The aim of the model CHP is to provide a quick, simple and streamlined process with a strong focus on local, early resolution by empowered and well trained staff. The SPSO’s recommended model is outlined below. This model provides organisations with two opportunities to deal with complaints internally: frontline resolution and investigation.





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Answer Key

- Task 1:** The three stages of complaint handling are frontline resolution, investigation, and independent external review.
- Task 2:** Senior management is responsible for signing off on complaints at the investigation level.
- Task 3:** The two opportunities this model provides organizations with to deal with complaints internally are frontline resolution and investigation.
- Task 4:** A definitive response will be provided within 20 working days for a serious issue that has not been resolved on the frontline.



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Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
A1.1	<ul style="list-style-type: none"> Identifies the main idea in brief texts 			
	<ul style="list-style-type: none"> Scans text to locate information 			
A2.2	<ul style="list-style-type: none"> performs limited searches using one or two search criteria 			
	<ul style="list-style-type: none"> extracts information from tables and forms 			
	<ul style="list-style-type: none"> locates information in simple graphs and maps 			
	<ul style="list-style-type: none"> uses layout to locate information 			
	<ul style="list-style-type: none"> makes connections between parts of documents 			
	<ul style="list-style-type: none"> makes low-level inferences 			
B1.1	<ul style="list-style-type: none"> Write brief texts to convey simple ideas and factual information 			
	<ul style="list-style-type: none"> Demonstrates a limited understanding of sequence 			
	<ul style="list-style-type: none"> Uses highly familiar vocabulary 			

This task: was successfully completed____ needs to be tried again____

Learner Comments

Instructor (print)

Learner Signature