



Task Title: Dealing with Customer Complaints

OALCF Cover Sheet – Practitioner 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:

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:

Answers

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

Answer: The three categories are:

- What to do when receiving a complaint
- What NOT to do when receiving a complaint
- Difficult situations

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

Answer: All patients and their families and friends have the right to make a complaint about any aspect of their health care.

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

Answer: Any three of the following are acceptable:

- Be defensive or take it personally
- Blame others
- Make assumptions without checking your facts
- Argue with the consumer
- Be dismissive

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

Answer: It is important to take time to understand because there may be an easy solution.

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

Answer: Write down the details on the complaint/feedback form.

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	Makes connections between sentences and between paragraphs in a single text			
	Scans text to locate information			
	Locates multiple pieces of information in simple texts			
	Reads more complex texts to locate a single piece of information			
	Makes low-level inferences			
	Follows the main events of descriptive, narrative, and informational texts			
	Obtains information from detailed reading			

This task:

Was successfully completed Needs to be tried again

Task Title: DealingWithComplaints_E_A1.2

Learner Comments:

Instructor (print):

Learner Signature:
