


Embracing Complaints


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Process

- **How do you receive complaints?**
 - **Who deals with complaints?**
 - **What are the timescales?**
 - **How do you manage the expectation of the parties?**
 - **What are the outcomes?**
 - **How do you communicate them?**
 - **Does it work?**
- 

- **What can you control?**
 - **Are staff empowered to deal with complaints?**
 - **Are staff supported?**
 - **What does the organisation get from the process?**
 - **What do individuals get from the process?**
 - **What can be done better?**
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- Decorative graphic at the bottom of the slide consisting of several overlapping, semi-transparent curved shapes in shades of blue and grey.

Group discussions

- **Getting the right complaints**
- **Empowering the staff**
- **Learning the lessons**
- **The happy customer**



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