

Embracing Complaints

Complaints: Risks and Opportunities



Complaints: Risks and Opportunities

Outline of this workshop

- First half will be a perspective of the risks and opportunities arising from 'complaints' from a practicing Complaints Manager and Investigator;
- Second half will be sharing good practice by delegates;
- Both parts will be 100% interactive!

Complaints: Risks and Opportunities

Context

**Guidance on
a Model Complaints
Handling Procedure**

**GRUMBLES, GRIPES
AND GRIEVANCES**
THE ROLE OF COMPLAINTS
IN TRANSFORMING PUBLIC
SERVICES



House of Commons

Public Administration Select
Committee (PASC)

**More complaints
please!**

Complaints: Risks and Opportunities

- Missed opportunity to act on an early warning system
- Lack of confidence and trust in organisation
- Impact on staff morale
- Regulatory intervention which could include public censure and fines
- Legal claims and costs/compensation
- Loss of income e.g. for a charity
- Poor relationships with contractors and partners responsible for aspects of service delivery
- Failure to keep up with technological advances
- Missed opportunities to provide better quality of service

Complaints: Risks and Opportunities

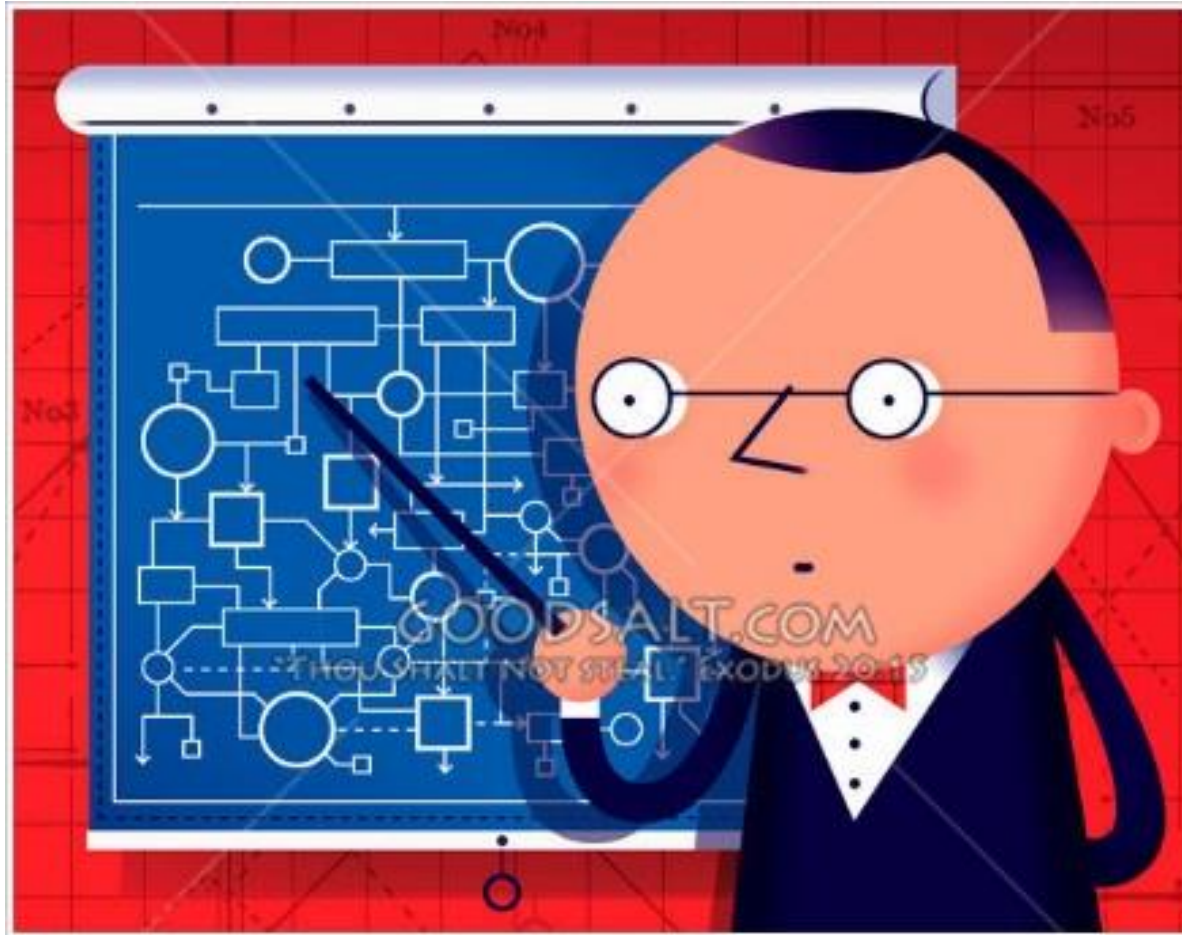


Topics we can explore in this first session:

- The importance of having the right organisational culture and complaints process;
- Local resolution is a crucial aspect of effective complaints management;
- Good investigative practice;
- When enough is enough – vexatious complaints;
- Complaints in a digital age.

YOU DECIDE!!!!

Complaints: Getting the Process Right



Complaints: Local Resolution

COMPLAINT FORM

Please write your
complaint in the box
below

Write legibly

more awesome pictures at THEMETAPICTURE.COM

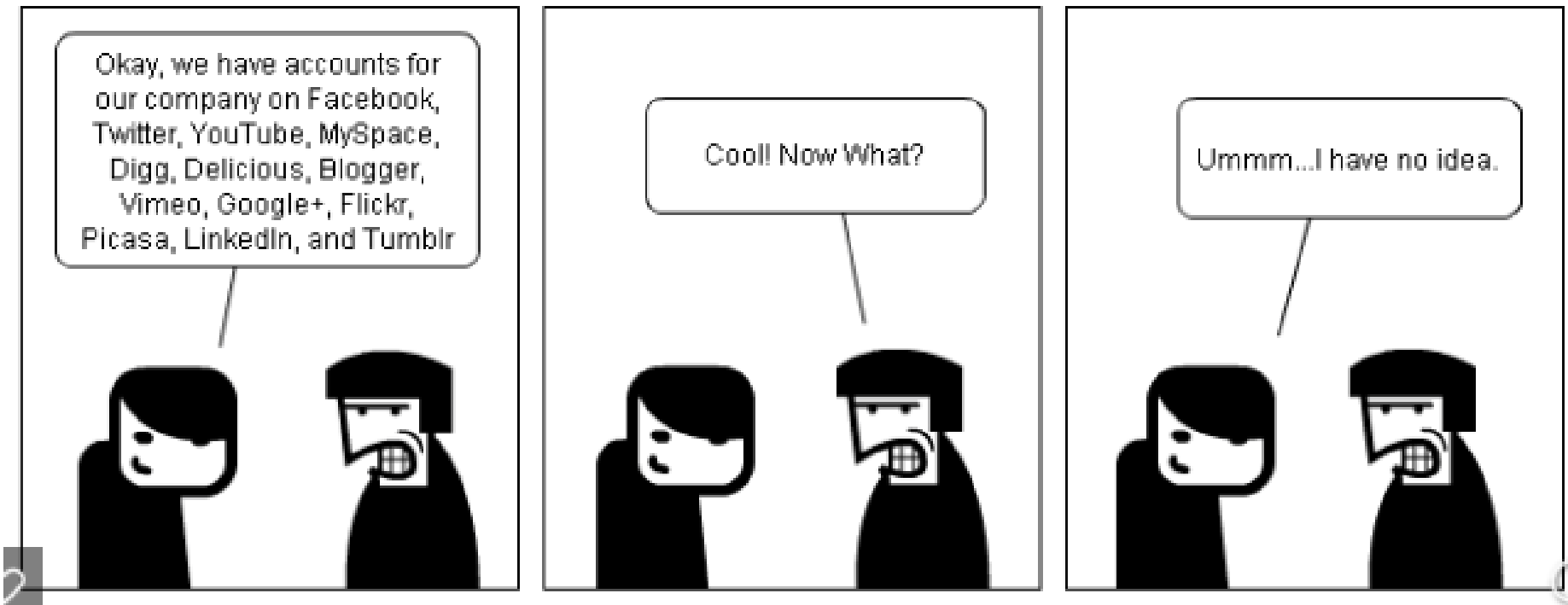
Complaints: Good investigations



Complaints: When enough is enough



Complaints: in a digital age



Complaints: My good practice contribution

- Clarity over understanding of complaint and outcome sought – managing expectations
- Effective management of vexatious complainants
- Annual reporting to top management and Board Members – monitor and report use of resources
- IT and social media advances – a key opportunity and risk