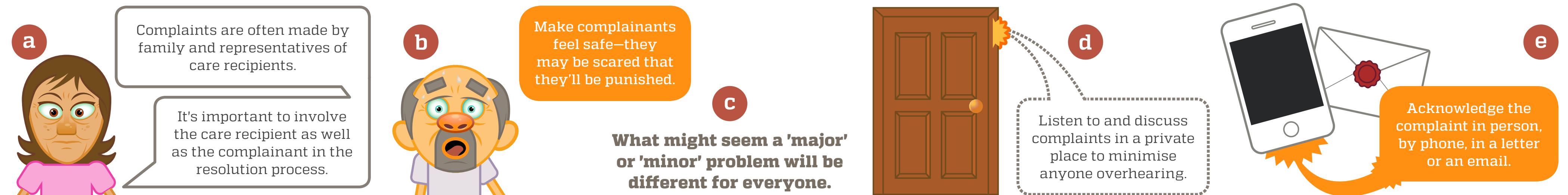


# AT THE CENTRE OF A COMPLAINT IS SOMEONE RECEIVING CARE — A PERSON

# COMPLAINTS JOURNEY



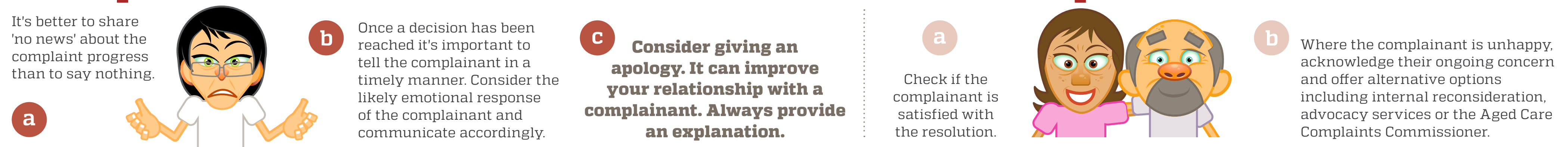
## 1. Acknowledgement



## 2. Assessment



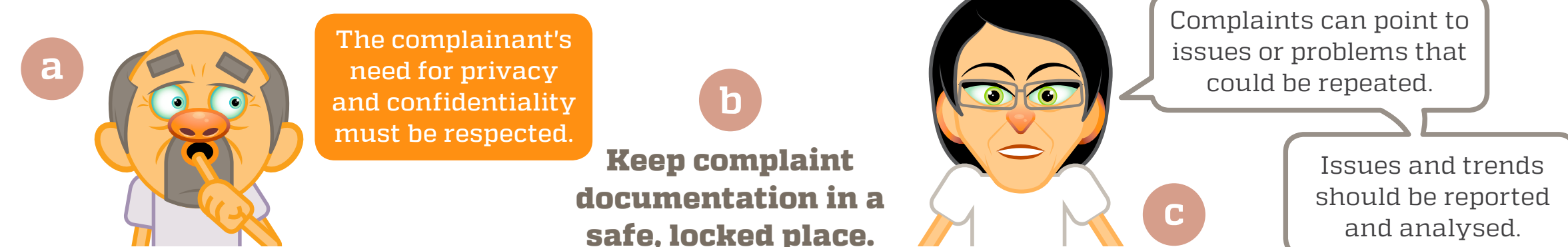
## 3. Response



## 4. Follow up



## 5. Consider



The complaint journey generally involves dealing with and responding to emotions of:

- a. the care recipient, family member or representative making the complaint.
- b. staff handling the complaint and sometimes their colleagues.

Effective policies and procedures recognise the role emotions can play in resolving a complaint.