

STAFF JOURNEY



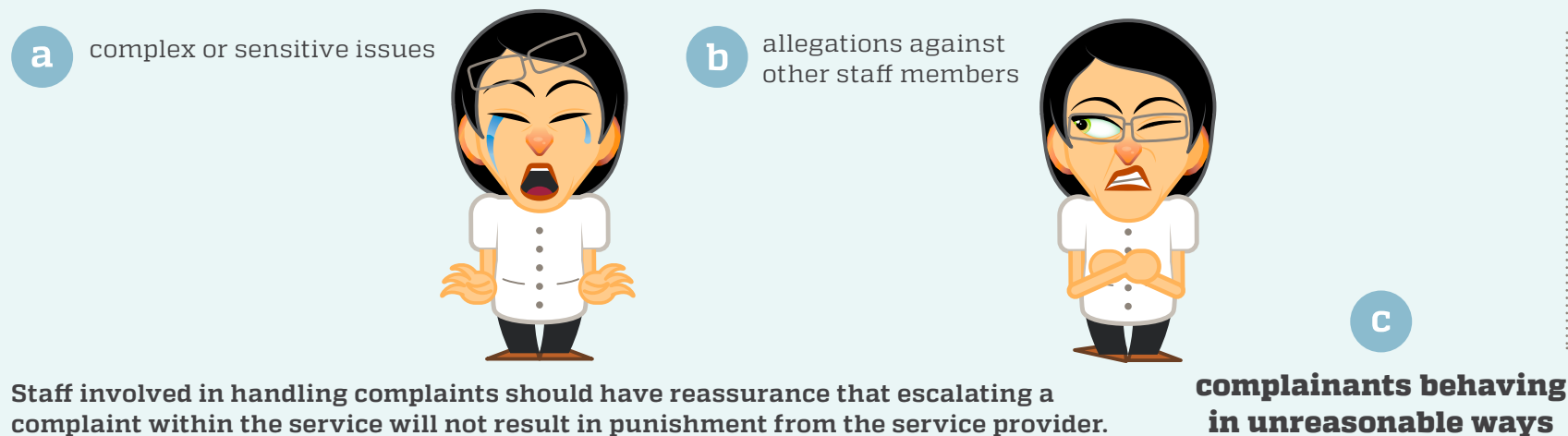
1. Acknowledgement

Staff can feel:



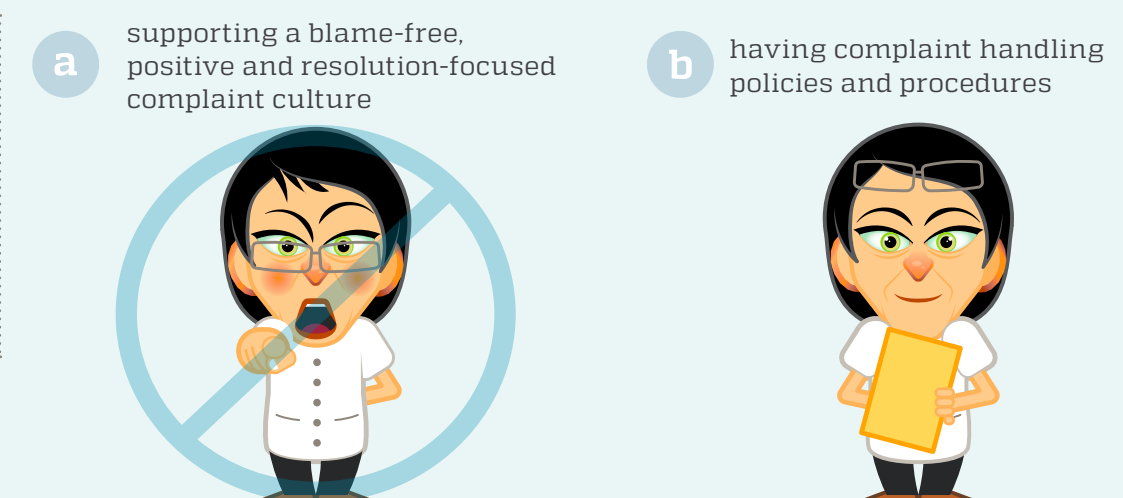
2. Assessment

Negative emotions can be experienced more intensely when a complaint involves:



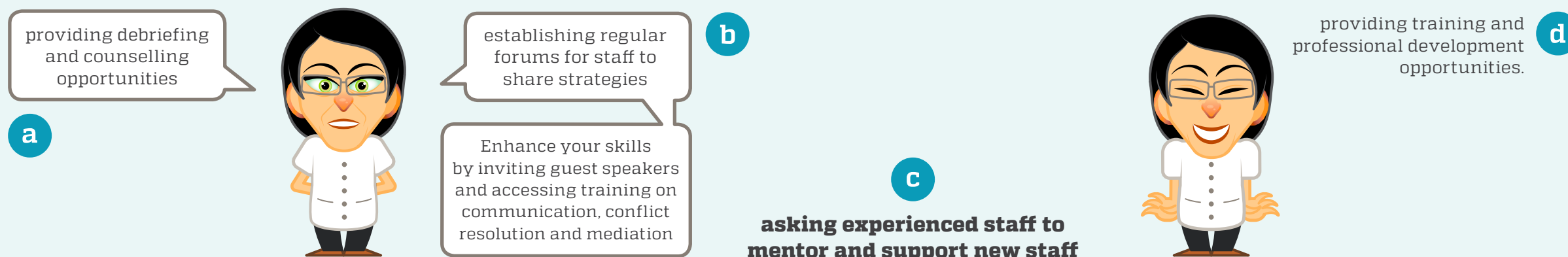
3. Response

Service providers should establish mechanisms and processes that support staff to deal with complaints by:



4. Follow Up

Service providers can improve staff skills and confidence in complaint handling by:



Australian Government
Aged Care Complaints Commissioner