STAFF JOURNEY



1. Acknowledgement

Staff can feel:

that a complaint is a personal criticism or attack that a complaint is unjustified



afraid of being blamed or punished for a complaint



disempowered to resolve minor issues



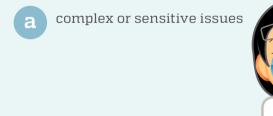
unsupported in resolving issues and complaints





2. Assessment

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



allegations against other staff members



complainants behaving in unreasonable ways

3. Response

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

supporting a blame-free, positive and resolution-focused complaint culture



having complaint handling policies and procedures



Staff involved in handling complaints should have reassurance that escalating a complaint within the service will not result in punishment from the service provider.

Service providers can improve staff skills and 4. Follow Up confidence in complaint handling by:

providing debriefing and counselling opportunities



establishing regular forums for staff to share strategies

Enhance your skills by inviting guest speakers and accessing training on communication, conflict resolution and mediation

asking experienced staff to mentor and support new staff



providing training and professional development opportunities.





Aged Care Complaints Commissioner