

After a complaint

Reviewing your organisation's handling of a complaint is a great opportunity to reinforce the value you place on people's feedback and to learn more about what you did well and not so well. Answering these questions should be a standard part of every complaint.

Responding to the complaint is only part of the process. It's important that you have systems in place that enable you to stop and reflect on:	Comments
1 What was the experience for the person who made the complaint? Was it resolved for them?	
2 What was the complaint about? What service, policy or procedure did it call into question?	
3 What information did the complaint provide that will allow you to identify and improve those services, policies and procedures and your organisation as a whole?	
4 How effectively did you communicate with the person who made the complaint, affected staff and other stakeholders?	

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<p>5 Does anything need to change in your complaints handling system or approach to dealing with complaints?</p>	
<p>6 Do staff require further training?</p>	
<p>7 Do people using your services, their families, carers and friends require more or improved information about their rights and the complaints process?</p>	
<p>8 Did staff's handling of the complaint reflect your stated values and expectations in relation to valuing and handling complaints? Or, are complaints still perceived as something negative that is feared and dealt with as quickly as possible.</p>	

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