

# **Task Title: Dealing with Customer Complaints**

OALCF Cover Sheet – Practitioner Copy

**Learner Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Started (m/d/yyyy):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Completed (m/d/yyyy): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Successful Completion:**  Yes ☐ No ☐

|  |  |  |
| --- | --- | --- |
| **Goal Path:** | Employment ☒ | Apprenticeship ☐ |
| Secondary School ☐ | Post Secondary ☐ | Independence ☐ |

**Task Description:** Read a staff checklist to understand how to deal with client complaints.

**Main Competency / Task Group/ Level Indicator:**

* Find and Use Information/Read continuous text/A1.2

**Performance Descriptors:** See chart on last page

**Materials Required:**

* Pen/pencil or digital device

# Learner Information

In many workplaces employees must deal with customer complaints.

Scan the “Dealing with complaints – checklist for staff.”

Dealing with complaints-checklist for staff



# Work Sheet

**Task 1: What are the three main categories for dealing with   
 customer complaints?**

Answer:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Task 2: Who has the right to make a complaint about any aspect   
 of health care at this facility?**

Answer:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Task 3: What are three things employees must NOT do when   
 receiving a complaint?**

Answer:

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**Task 4: When an employee encounters a difficult situation, why is   
 it important to take time to understand what the problem   
 is?**

Answer:

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**Task 5: Where should an employee write down the details of the   
 complaint?**

Answer:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Answers

**Task 1: What are the three main categories for dealing with customer complaints?**

Answer: The three categories are:

* What to do when receiving a complaint
* What NOT to do when receiving a complaint
* Difficult situations

**Task 2: Who has the right to make a complaint about any aspect   
 of health care at this facility?**

Answer: All patients and their families and friends have the right   
 to make a complaint about any aspect of their health   
 care.

**Task 3: What are three things employees must NOT do when   
 receiving a complaint?**

Answer: Any three of the following are acceptable:

* Be defensive or take it personally
* Blame others
* Make assumptions without checking your facts
* Argue with the consumer
* Be dismissive

**Task 4: When an employee encounters a difficult situation, why is   
 it important to take time to understand what the problem   
 is?**

Answer: It is important to take time to understand because there may be  
 an easy solution.

**Task 5: Where should an employee write down the details of the   
 complaint?**

Answer: Write down the details on the complaint/feedback form.

# Performance Descriptors

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Levels | Performance Descriptors | Needs Work | Completes task with support from practitioner | Completes task independently |
| A1.2 | Makes connections between sentences and between paragraphs in a single text |  |  |  |
|  | Scans text to locate information |  |  |  |
|  | Locates multiple pieces of information in simple texts |  |  |  |
|  | Reads more complex texts to locate a single piece of information |  |  |  |
|  | Makes low-level inferences |  |  |  |
|  | Follows the main events of descriptive, narrative, and informational texts |  |  |  |
|  | Obtains information from detailed reading |  |  |  |

This task:

Was successfully completed ☐ Needs to be tried again ☐

Learner Comments:

enter Learner comments

Instructor (print): Learner Signature:

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