

Complaint Handling Workshop

Open session

Complaints are often seen as costly and time consuming for agencies. However, an effective and efficient complaint handling process provides agencies with a valuable tool for continuous improvement. It can strengthen service delivery and save your agency's resources.

Are you aware...?

- agencies are more successful when they value complainants and complaint data
- agencies are more successful when they value their complaint handlers
- deeper insight into your own emotional reactions and developing strategies to manage difficult behaviours will help you in your role.

The workshop

The ACT Ombudsman is offering a full day Complaint Handling Workshop exclusively for ACT Government directorates and agencies. The workshop, based on the Ombudsman's *Better Practice Guide to Complaint Handling*, is designed for ACT agency staff handling complaints from the public.

The presenters are experienced complaint handlers and investigation officers from the Office of the Commonwealth and ACT Ombudsman. You will have the opportunity to ask questions and network with ACT Government colleagues.

Learning outcomes

At the end of the workshop participants will have the knowledge and skills to:

- understand and apply the key principles of effective complaint-handling
- identify and apply strategies for effective complaint handling
- analyse complaints to identify systemic issues in complaints
- apply internal complaint policies, processes and general administrative obligations to individual complaints.

Who should attend

The workshop is designed for ACT government staff. Whether you're looking for ways to handle complaints or support others through it, the workshop will help equip you for future challenges.

When:

5 December 2019
9:00am–5:00pm

Where:

Level 5
14 Childers Street
Canberra ACT 2601

Who:

ACT Government
employees

Cost:

\$330 per participant
(catering included)

To register:

» [Buy tickets](#)

For more information, contact us:

» education@ombudsman.gov.au

» (02) 6276 3760

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