

# *Dealing with Complaints and Feedback (for Volunteers)*



In this interactive workshop we will explore:

- Effective communication skills
- Handling angry complainants
- Fairness and confidentiality
- Documentation
- Referring the matter on

**Who for?** HACC volunteers who want to learn how to effectively manage feedback and complaints

**When:** Monday 26<sup>th</sup> March 2012

**Where:** The Cottage, 28 Croydon Street Lakemba

**Time:** 10am-1pm

**Cost:** \$10.00 HACC volunteers, \$20.00 non HACC volunteers

**Trainer:** Debbie Jamieson, D Jamieson Consulting

*Complaints handling is an important part of providing a good service. If poorly handled, complaints can escalate. However, when they are handled effectively, complaints can lead to increased consumer satisfaction and improvements in services.*

For bookings and enquiries please call STARS training on (02) 9750 9344 or email at [starstraining@4cs.org.au](mailto:starstraining@4cs.org.au)