



Complaints Management Training Frontline

Complaints Management Training - Frontline:

- uses your agency's complaints management policy and procedures with tailored scenarios
- delivered by experienced Ombudsman officers throughout Queensland
- provides a workbook and review matrix for future reference

For complaint handlers in agencies and councils, this training will teach you:

- what a 'complaint' is
- why people complain and your role in assisting them
- how to assess a complaint at the frontline
- the importance of comprehensive record-keeping
- specific strategies for managing complaints and complainants.

More information:

Web – www.ombudsman.qld.gov.au/training

Email – training@ombudsman.qld.gov.au

Phone – (07) 3005 7023 or (07) 3005 7051

Your agency must have its own complaints management policy and procedures to participate.