



QUEENSLAND  
**OMBUDSMAN**

Web: [www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

Call: (07) 3005 7000

Speak & Listen: 1300 555 727

Interpreter: 131 450

# Book training

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# **Complaints management**

Learn how to handle complaints better.

## **Good decisions**

Learn how to make good decisions and maintain accurate records.

## **Managing unreasonable complainant conduct**

Improve customer service and learn practical strategies to deal with difficult client behaviour.

## **Practical ethics for state government**

Learn to identify and manage conflict of interest situations, and make ethical decisions.