



QUEENSLAND
OMBUDSMAN

Web: www.ombudsman.qld.gov.au

Call: (07) 3005 7000

Speak & Listen: 1300 555 727

Interpreter: 131 450

Complaints management

Learn how to handle complaints better and help stop complaints escalating in your organisation with the complaints management training course. Choose between a [half-day course for frontline staff](#) and a [full-day course for officers who are responsible for reviewing complaints](#).

[Frontline](#)

Designed for officers who deal directly with the public, this course covers why people complain and how to manage complaints about your agency. The course also shows how complaints can improve the quality of service and how a proper complaints system can benefit you and your agency.

The course promotes an active approach to receiving, recording and managing complaints. It focuses on understanding the complaints process, what a complaints management system is, and why it is important to have one. You will have the opportunity to review your organisation's complaints management system and work with the trainers to understand and apply it. This course also provides complaint

handling strategies.

At the end of the course, you will be able to:

- assess complaints at the frontline
- apply strategies to manage complaints
- understand the importance of keeping records
- relate your organisation's policies and procedures to real-life scenarios.

Internal review

The full-day course builds on the material covered in the half-day course. It helps officers review complaints, identify the principles underpinning reviews of complaints, and apply these to plan, progress and manage a review of a complaint. This course is suitable for internal review officers, investigators, human resource staff, managers and directors.

Practical examples will show you how to review complaints, including how to identify complaint issues, how to check relevant facts and how to reach an informed outcome. It discusses how to respond and report after an outcome has been reached and explains why this is important. It will give you greater confidence in making review decisions and best-practice methods for reviewing and responding to complaints.

Group activities and scenarios are conducted throughout the day to reinforce the principles of conducting internal reviews.

At the end of the course, you will be able to:

- identify your authority to review, refuse and remedy a complaint
- understand how to identify complaint issues and evaluate the relevant facts
- provide meaningful responses to people making a complaint.

Who can attend?

Staff from Queensland government agencies can attend our practical and interactive training.

Open sessions

Webinar open sessions are a great opportunity for any officer in Queensland to access interactive training. Joining an open session is subject to availability.

Full-day cost: \$478.50 (Includes GST) per person*.

Upcoming open sessions

Group sessions

If you have 10 or more staff who would like to attend training, group sessions are a cost-effective option. Trainers may be able to tailor the training to meet your needs if adequate notice is provided. Consultation is required to discuss the tailoring prior to confirming the booking. This is a cost-effective way to train staff and provides the opportunity to work with experienced Ombudsman officers in an informal setting. Additional costs may apply if extensive tailoring is required.

Full-day cost: \$4,785 includes GST (per group, maximum of 25 in group)*

Half-day cost: \$3,465 includes GST (per group, maximum of 25 in group)*.

The delivery mode is subject to our approval and may change. We deliver training via webinar. When training is delivered face-to-face, catering and venue are to be arranged by the booking agency.

To find out more information or make a booking, [email](#) or phone (07) 3035 4120.

* This pricing applies to new bookings to be held after 1 July 2022.