

The Cultural Partnership: more arts.

Incorporated Charitable Organisation No.1154785

APPENDIX TO P&P/ma012 – HANDLING COMPLAINTS

Guidelines for Handling Complaints

* Remain calm and respectful throughout the conversation
* Show an interest and Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
* Don't debate the facts in the first instance, especially if the person is angry
* Obtain details about the complaint before any personal details
* Ask for clarification wherever necessary
* Show that you have understood the complaint by reflecting back what you have noted down
* Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation e.g "I understand that this situation is frustrating for you"
* Ask the person what they would like done to resolve the issue
* Explain that you will pass on the complaint to the Chair of the organisation
* Don’t promise anything