

*Practitioner submitted task: Prepared for the Project, Teaching to Fish (Build Tasks) Integrating OALCF Task Development within Ontario’s Literacy Programs (2014)*

# Task Title: Dealing with Complaints – Checklist for Staff

OALCF Cover Sheet – Practitioner Copy



**Learner Name:**

**Date Started (m/d/yyyy):**

**Date Completed (m/d/yyyy):**

**Successful Completion:**  Yes ☐ No ☐

|  |  |  |
| --- | --- | --- |
| **Goal Path:** | Employment ☒ | Apprenticeship ☐ |
| Secondary School ☐ | Post Secondary ☐ | Independence ☐ |

**Task Description:** Use a staff checklist for dealing with client complaints.

**Competency:** A: Find and Use Information

**Task Groups:** A1: Read continuous text

A2: Interpret documents

**Level Indicators:**

* A1.1: Read brief texts to locate specific details
* A1.2: Read texts to locate and connect ideas and information
* A2.1: Interpret very simple documents to locate specific details

**Performance Descriptors:** See chart on last page

**Materials Required:**

* “Dealing with complaints—checklist for staff” – attached
* Learner tasks – attached

# Learner Information

In many workplaces employees must deal with customer complaints. Look at the “Dealing with complaints – checklist for staff.”

Dealing with complaints-checklist for staff



# Work Sheet

**Task 1: What are the three main categories for dealing with   
 customer complaints?**

Answer:



**Task 2: Who has the right to make a complaint about any aspect   
 of health care at this facility?**

Answer:



**Task 3: What are three things employees must NOT do when   
 receiving a complaint?**

Answer:



**Task 4: When an employee encounters a difficult situation, why is   
 it important to take time to understand what the problem   
 is?**

Answer:



**Task 5: Where should an employee write down the details of the   
 complaint?**

Answer:



# Answers

**Task 1:** What are the three main categories for dealing with customer complaints?

**Answer: The three categories are:**

* **What to do when receiving a complaint**
* **What NOT to do when receiving a complaint**
* **Difficult situations.**

**Task 2:** Who has the right to make a complaint about any aspect of   
 health care at this facility?

**Answer: All patients and their families and friends have the right   
 to make a complaint about any aspect of their health   
 care.**

**Task 3:** What are three things employees must NOT do when   
 receiving a complaint?

**Any three of the following are acceptable:**

* **Be defensive or take it personally**
* **blame others**
* **make assumptions without checking your facts**
* **argue with the consumer**
* **be dismissive.**

**Task 4:** When an employee encounters a difficult situation, why is it   
 important to take time to understand what the problem is?

**Answer: It is important to take time to understand because there   
 may be an easy solution.**

**Task 5:** Where should an employee write down the details of the complaint?

**Answer: Write down the details on the complaint/feedback form.**

# Performance Descriptors

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Levels | Performance Descriptors | Needs Work | Completes task with support from practitioner | Completes task independently |
| A1.1 | Reads short texts to locate a single piece of information |  |  |  |
| A1.1 | Decodes words and makes meaning of sentences in a single text |  |  |  |
| A1.1 | Follows simple, straightforward instructional texts |  |  |  |
| A2.1 | scans to locate specific details |  |  |  |
| A2.1 | identifies how lists are organized (e.g. sequential, chronological, alphabetical) |  |  |  |
| C1.1 | Adds, subtracts, multiplies and divides whole numbers and decimals |  |  |  |
| C1.1 | Recognizes values in number and word format |  |  |  |
| C1.1 | Identifies and performs required operation |  |  |  |
| C1.1 | Follows apparent steps to reach solutions |  |  |  |
| C1.1 | Interprets and represents costs using monetary symbols and decimals |  |  |  |
| C2.1 | Understands chronological order |  |  |  |
| C2.1 | Understands and uses common date format |  |  |  |
| C2.1 | Identifies and performs required operation |  |  |  |

This task:

Was successfully completed ☐ Needs to be tried again ☐

Learner Comments:

enter Learner comments

Instructor (print): Learner Signature:

