



International Ombudsman Institute
Institut International de l'Ombudsman
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The Importance of Continuous Improvement in Complaint Handling and Customer Service

2nd IOI/AOA International Joint Training Workshop
Commemorating the 15th Anniversary
of the Establishment of the Thai Ombudsman

31 March – 3 April 2015
Pattaya, Chonburi

This 2nd IOI/AOA International Joint Training Workshop under the theme “The Importance of Continuous Improvement in Complaint Handling and Customer Service” consists of 2 main topics which are **Complaint Handling and Investigation** and **Managing Unreasonable Complainant Conduct**.

The course specially combines two famous workshops tailored by the New South Wales Ombudsman and will be delivered by the Deputy New South Wales Ombudsman (Mr Chris Wheeler) and the Former Energy and Water Ombudsman of New South Wales (Ms Claire Petre).



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1. Complaint Handling and Investigation

This workshop provides an overview of the essential elements of an effective complaint handling system. Using Australian Standards as reference, participants are given guidance about what good complaint policies and systems should look like. Cultural and organisational issues relating to complaints will be examined. Participants will also be provided an opportunity to learn how to use complaints to improve service delivery.

Who should attend

- Managers, senior staff, staff in quality assurance and/or governance roles, customer service managers
- Staff responsible for developing, managing, implementing, or monitor complaint handling policies and systems

Learning outcomes

By completing this workshop, participants will have information to:

- Gain an understanding of the benefits and purpose of a complaints system
- examine their organisation's complaints culture
- implement the three tiers of effective complaint handling
- understand the key elements of effective complaint handling policies and procedures
- review their organisation's complaint handling policies and procedures based on the Australian Standard in Complaint Handling, and
- identify possible resolution options



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2. Managing Unreasonable Complainant Conduct

Unreasonable conduct by complainants can take up inordinate amount of an organisation's time and resources. Based on strategies developed as part of the a joint project by the nine Australasian Parliamentary Ombudsman offices, this workshop provides staff with specific strategies and skills to effectively and confidently deal with unreasonable complainant conduct (UCC).

Who should attend

This workshop is designed for staff who come into contact with, or respond to, complainants or customers that display unreasonable conduct. This workshop is also recommended for supervisors and senior management responsible for setting complaint handling policy.

Learning outcomes

By completing this workshop, participants will be able to:

- explain the reasons why it is important to effectively manage UCC
- appropriately categorise examples of UCC
- identify the most appropriate management principles to apply to UCC
- give examples of a range of strategies available to manage UCC
- outline strategies for responding to the anti-social use of social media and the internet
- implement key strategies for preventing UCC
- demonstrate familiarity with the purpose and contents of the UCC Model Policy, and
- apply various strategy designed to reduce and/resolve conflict