

## **COMPETENT COMPLAINTS HANDLING**

### **Aim:**

To enable participants to deal competently, consistently and confidently with the typical range of complaints which can arise for front line staff in university accommodation booking and administration services.

### **Objectives:**

By the end of the session participants will have:

- Understood what a good complaints system must deliver
- Identified key skills for good complaints handling
- Had input on dealing with clients with mental health problems
- Identified key coping strategies to minimise and manage stress
- Become confident of their ability to manage complaints competently and consistently

### **Competent Complaints Handling– course descriptor**

A specialist course tailored to the requirements of front line, client-facing staff, giving them the confidence and ability to deliver good, consistent complaints management to all stakeholders – students, post-grads, parents, landlords and the University.