SINGLE SESSION

Handling Complaints

Turning complaints into confidence in your School

DURATION 3 hours (Includes a 15 min break)

MAXIMUM 30 attendees*

Content Overview

Handling complaints is often seen as a skill only front office staff and leaders need. In reality, staff in every role across the School deal with unhappy parents, guardians, carers, and community members. The great news is that the skills to handle complaints can be learned and are useful in every area of life.

Every complaint is a chance to build trust with your school community.

This session helps support staff understand what sits behind a complaint and gives them a consistent, practical approach to respond calmly, respect and protect relationships with families, and know when and how to escalate in line with School policy.

- **Before** Why parents, carers and community members complain, what they really want, and how empathy and self-regulation set ESS up for a positive outcome
- **During** A 4 step process for handling complaints face to face, on the phone and in writing that leaves both parties feeling heard, valued, and respected
- **After** The importance of following up, escalating when needed, recording and reflecting, and working as a team to look after each other post difficult interactions.

Outcomes

Clarity	Confidence	Actions
Why complaints happen and why control lies in how we respond	To handle complaints calmly and consistently and professionally	To embed the learning into the workplace.

Our Requirements

- **Venue** with resources for a PowerPoint presentation
- School **Policies** for handling complaints
- **Refreshments** at your discretion and cost

Contact Us for a Quote admin@justforschools.com.au | 0422 476 070

**If you have fewer than 10 or more than 30 to attend, please let us know.*