



# Complaints & Concerns: They Impact Everyone

A whole home approach to diffusing and responding to issues.

- + Why complaints?
- + Creating a receptive climate
- + Differentiating between minor and serious expressions of concern
- + Communicate. Communicate. COMMUNICATE!
- + Following the complaint process
- + Learning your role when dealing with complaints
- + Life beyond complaints!!!

★Recommended Option

Target	Front-Line Staff	Registered Staff	Managers
	●	●	●

Schedule	1 Hr *	1½ Hr *	3 Hr *	Full Day	Multi-Day
	●	●	● ★		

\*can be repeated multiple times throughout the day.

Extras	Handouts	Posters	Certificates	Info Binders
	●	●		

NOTES:

Consider booking a full day of training that provides a 3 hour workshop specific to the roles/ responsibilities of your Registered Staff in the morning, and then either 2 workshops of 1.5 hours or 3 workshops of 1 hour each in the afternoon for your Front Line Staff.



Have you considered eLearning? Check out the [www.fcsinternational.com](http://www.fcsinternational.com) myTrainer InService Program!  
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