Complaints Policy Course

Module 1, Lecture 1:   Outline

1. Slide

There is a lot of advice on the internet and in government business websites about creating a complaints policy but very few, if any, will tell you how to structure the policy. Hi, my name is Zanette Phillips and I am going to guide you step by step in creating a Complaints policy. We will look at the basic language and structural requirements of creating a policy with procedures, and I will give you some ideas on what processes and procedures to include. I will also talk about the importance of meetings to monitor complaints and an agenda template. I suggest you search on your local state government website for more information about what else you need to include in the policy. For an example, you will find a copy of complaints policy guidelines published on the Queensland government business website in the resources section of this course module. Other state government business websites will have similar.

2. Slide

The complaints policy is a more difficult task to create in a course. All the policies except the Complaints Policy in the other Biz Skills Policies and procedures course are to do with the operations or administration of a business. Whereas the complaints policy is about customer service and business relationships which is very individual to each business. This course was written to accompany the Effective Debt Collection Strategies course because if a complaint is outstanding then the customer won't pay their outstanding invoice.   But you do not have to have completed the debt collection course previously as this course stands alone for anyone to enrol in.

3. Slide

You will note I have used form or procedure numbers in various sections of the document. These are suggestions and you will need to create your own numbering system. The statements in this course are also suggestions and it is up to you what you want in your complaints policy.   And when you are finished, the document will probably be about 3 to 4 pages in length. In the next lecture, I am going to talk about various requirements you will need to observe when writing the policies and procedures.