



Resolving Complaints for Professionals in Health Care

Wendy Leebov

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Service recovery and hospital complaint-handling are not a favorite subject among healthcare employees. Yet, if we learn to reframe complaints, we can embrace them as a second chance to make things right for the people we serve. And the fact is, every employee is the first point of contact for one complaint or another. Ideally, every person in your organization should be adept at handling complaints, so they can nip complaints in the bud. This booklet is a straightforward guide to handling complaints effectively. Designed for the frontline employee, it explores the basics of identifying the problem, listening, exploring options, following through and getting the right people involved. This is a great tool for managers and educators to use with staff to develop positive attitudes and concrete skills for turning dissatisfaction into satisfaction through effective communication.

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