

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Management

Title	Handle Staff Complaints
Code	106160L4
Range	This unit of competency is applicable to employees in the elderly care service industry who are in charge of human resource management. This competency involves the ability of analysis and making judgment. Employees are required to respond to staff complaints properly according to relevant policies and procedures as prescribed by the institution, so as to avoid the negative impact on the institution.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on handling staff complaints</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the job nature and responsibilities of staff in various posts • Understand the rules that must be followed by staff in their daily work • Understand the code of practice and procedures of the institution regarding handling staff complaints <ul style="list-style-type: none"> ○ Set a time limit for action to be taken after receiving complaints ○ Formulate a way to reply to complaints • Understand the methods and channels commonly used by staff to make complaints and their impacts on the institution, for example, <ul style="list-style-type: none"> ○ Written complaints, anonymous complaints, verbal complaints ○ Social media, mass media ○ Online forums and sharing platforms • Understand the skills to keep good relationship with staff, for example, <ul style="list-style-type: none"> ○ Good communication skills ○ Understand the psychology of staff ○ Empathy ○ Patience ○ Preventing the case from blowing out of proportion and cause irreversible damages • Understand the importance of handling staff complaints appropriately and timely <ul style="list-style-type: none"> ○ Respect and protect the rights of staff ○ Evaluate the service and improve management quality <p>2. Handle staff complaints</p> <p>Be able to</p> <ul style="list-style-type: none"> • Handle staff complaints appropriately and objectively, according to the guidelines of the institution and prescribed time limit on handling complaints • Keep good communication with complaining staff, listen to the complaint patiently and actively encourage staff to provide feedback • Understand the complaint thoroughly, find out the cause of the complaint, respond actively and give recommendations for improvement • Appoint appropriate personnel, for example manager of the service unit, to handle and follow up • Document the content of complaint and save on file for follow-up actions and reference in future • Report to the management about the complaint, how the case was followed up, and suggest measures to address the specific issue

Specification of Competency Standards
for the Elderly Care Service Industry
Unit of Competency

Functional Area - Management

	<p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none">• Handle staff complaint fairly and objectively• Ensure complainant's data are kept confidential• Consider the complaint an opportunity to evaluate the service and improve management quality
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">• Ability to handle staff complaints appropriately according to the code of practice and guidelines of the institution; and• Ability to actively respond to staff opinions, report to the management and avoid similar incidence from happening again.
Remark	