

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

Functional Area - Management

Title	Handle Complaints from Service Users
Code	106188L4
Range	This unit of competency is applicable to employees in the elderly care service industry in charge of management tasks. The application of competency involves sophisticated thinking and the ability to make judgment. Employees are required to respond to and follow up with the complaint made by service users appropriately, according to relevant guidelines of the institution, so as to avoid the negative impacts on the institution.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on handling complaints from service users</p> <p>Be able to</p> <ul style="list-style-type: none"> • Understand the services provided by the institution, including <ul style="list-style-type: none"> ○ Mission, objectives, core values and aims ○ Service nature ○ details of services and workflow of providing services • Understand the job nature and responsibilities of various job positions • Understand the policies on client service management • Understand the institution's guidelines on handling complaints from service users • Understand the skills to keep good relationships with service users, such as, <ul style="list-style-type: none"> ○ Good communication skills ○ Understand the mind-set of staff ○ Empathy ○ Patience ○ Avoid complaints being blown out of proportion and causing irreversible damage • Understand the objectives of the institution's guidelines on handling complaints, including <ul style="list-style-type: none"> ○ Avoid negative impact on the institution ○ Evaluate the service quality and improve management measures ○ Provide quality services ○ Observe the rights of service users <p>2. Handle complaints from service users</p> <p>Be able to</p> <ul style="list-style-type: none"> • After receiving complaints, acknowledge receipt to the complainants within the specified period • In the preliminary stage of handling complaints, comfort the emotions of service users, explain the prescribed procedures of handling complaints, so as to prevent the relationship between the institution and the service users from turning worse • Use appropriate skills to communicate with the complainants, make sure the incidents in question are understood • Analyse the details and causes of the incidents, such as, time and location of the incidents, and the staff/policy/service/product involved • Handle complaints appropriately and objectively, according to the institution's guidelines regarding handling complaints from service users, for example, <ul style="list-style-type: none"> ○ Appoint appropriate staff to follow up with the case ○ Explain the follow-up progress to the complainants

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

Functional Area - Management

	<ul style="list-style-type: none"> ○ Give appropriate responses to complainants within the timeframe according to the institution's procedures and guidelines, such as written responses and apologies ○ Report to supervisor or refer the cases to superiors for follow-up actions when necessary. ● Follow up with the responses from complainants regarding the reply from the institution, ensure they are satisfied with the reply ● If the complainants are not satisfied, refer the cases to the management / executive committee for further handling, according to proper procedures ● Document appropriately the content of complaints and handling process, and file the information properly for follow-up actions and reference in future <p>3. Exhibit professionalism</p> <p>be able to</p> <ul style="list-style-type: none"> ● Uphold fairness and objectivity when handling complaints from service users ● Respect personal privacy, ensure all data of the service users are kept confidential ● Display a positive and pro-active attitude, consider the complaint an opportunity to evaluate the services of the institution and improve management measures ● Be modest and polite when listening to the complaints from service users, control personal emotions appropriately
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none"> ● Ability to utilize good skills to communicate with service users, understand and analyse the incidents of the complaints; and ● Ability to follow the institution's guidelines regarding handling complaints from service users, handle complaints appropriately and objectively.
Remark	