

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

Functional Area - Management

Title	Formulate Guidelines to Handle Complaints from Service Users
Code	106193L5
Range	This unit of competency is applicable to employees in the elderly care service industry who perform management tasks. This competency involves the ability of critical analysis and assessment. Employees are required to formulate guidelines to handle complaints from service users, according to the service objectives and core values of the institution, effectively respond to the complaints from elderlies and their families, and follow up with the complaints, so as to minimize the negative impacts on the institution.
Level	5
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Relevant knowledge on formulating guidelines to handle complaints from service users</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> • Understand the service and system of the institution, including <ul style="list-style-type: none"> ○ Mission, objectives, core values and aims ○ Service nature ○ Details of various services and workflow • Understand the job nature and duties of various job positions • Understand the theories of client service management • Understand the requirements laid down by regulatory authorities regarding how the institution handles complaints • Understand the objectives of formulating of guidelines to handle complaints, including <ul style="list-style-type: none"> ○ Prevent negative impacts on the institution ○ Evaluate the service quality and improve management ○ Provide outstanding services ○ Respect service users' rights to make complaints ○ Avoid recurrence of similar incidents <p>2. Formulate guidelines to handle complaints from service users</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> • Formulate guidelines to handle complaints from service users, according to the services provided by the institution and relevant requirements laid down by regulatory authorities, for example, <ul style="list-style-type: none"> ○ Stipulate the deadline of responding to a complaint ○ stipulate how staff should report to supervisor and follow up with complaints ○ stipulate how to respond to a complaint ○ Appoint staff to be responsible for handling complaints ○ If service users are unsatisfied with the responses, stipulate the procedures of referring the cases to the management / executive committee. • Formulate channels for service users to lodge complaints according to the service workflow of the institution, for example, <ul style="list-style-type: none"> ○ Fill in feedback forms ○ Written complaints ○ Interviews with staff ○ Set up a complaint hotline • Design a table to document the subjects of complaints and respective handling processes; ensure the information is filed properly for future follow-up actions and references

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	<p>3. Exhibit professionalism</p> <p>Be able to</p> <ul style="list-style-type: none">• Put the interests of service users in the first place, and respect personal privacy• Uphold fairness and objectivity when formulating the guidelines to handle complaints from service users
Assessment Criteria	<p>The integrated outcome requirements of this Unit of Competency are:</p> <ul style="list-style-type: none">• Ability to formulate guidelines to handle complaints from service users, according to the services provided by the institution; and• Ability to establish channels for service users to lodge complaints, and design template forms to document and preserve relevant information.
Remark	