

Specification of Competency Standards of the Retail Industry

Unit of Competency

Functional Area: Human Resource Management & Development

Title	Handle staff complaints
Code	105004L3
Range	This unit of competency (UoC) is applicable to human resources management staff in the retail industry. It requires analysis and judgement, and covers the abilities to handle staff complaints properly so as to avoid causing any negative effect to the retail business of the organization.
Level	3
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge of handling staff complaints</p> <ul style="list-style-type: none"> • Understand the job nature and responsibilities of employees of different posts in the organization • Understand the code of practice that the employees must follow in their daily work, including: <ul style="list-style-type: none"> • The fundamental 'customer-oriented' principle • Know about the consumer protection ordinances and organizations • Understand the importance of handling staff complaints properly • Understand the code and procedures of handling staff complaints • Understand complaint methods and channels commonly used by employees and their effects, such as: <ul style="list-style-type: none"> • Written complaints, anonymous complaints, verbal complaints, etc. • Social media, mass media, etc. • Master the skills of handling staff relationship, such as: <ul style="list-style-type: none"> • Good communication skills • Understanding of employee psychology • Empathy <p>2. Handle staff complaints</p> <ul style="list-style-type: none"> • Handle staff complaints properly according to the organization's guidelines on handling staff complaints <ul style="list-style-type: none"> • Listen patiently to the complaints and actively encourage the employees to express their opinions • Have good communication with the employees and clearly understand the reasons, details and demands of their complaints • Respond positively to employees' complaints or opinions and handle their complaints impartially • Find out the causes of complaints and suggest improvements, e.g. complaints arising from the interaction between: <ul style="list-style-type: none"> • Employees and customers • Employees • Employees and the management • Document and file the records of complaints for follow-up and future reference • Report to the management the staff complaints received and the follow-up situation, and suggest improvements for the complaints <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Handle staff complaints fairly and impartially • Adhere to the professional code of conduct and treat complainant's information in strict confidence
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • Handle staff complaints properly according to the organization's code of practice and guidelines; and • Respond to staff demands positively to avoid similar complaints being made again.
Remark	