

## FFA Complaint Process

- When a complaint is lodged, a Complaint Intake Form needs to be completed.
- The “Satisfaction Officer” needs to be contacted immediately to alert them of the matter.
- Fax or scan and email the completed Complaint Intake Form to the Satisfaction Officer for handling. Copy Dr. Brewington, Mr. Moore and Mrs. Brooks on the email.
- The Satisfaction Officer logs the complaint on the Complaint Spreadsheet.
- The complaining party needs to be contacted at the time requested.
- If for some reason that time does not work for the Satisfaction Officer there are only 2 options:
  - Call the complainant and arrange another time
  - Or
  - Have someone else call at the appointed time

### During the call/visit:

- Introduce yourself, identify your position.
- Thank them for taking their time to express their concern and assure them that you are here to help.
- Tell them you have read a brief overview of their concerns but you would like to hear from them exactly what is going on.
- LISTEN and take notes. DO NOT INTERRUPT. SAVE ALL QUESTIONS UNTIL THE END.
- Let them vent. This will help to calm them.
- Once they have completed their overview, ask specific questions such as:
  - When did this happen? Where?
  - Were there witnesses? (if appropriate)
  - Clarify details they shared but asking: who, how many, how often
- Recite your understanding of their concern.
- Edit as necessary.
- State, “My goal is to help resolve this matter, how would you like to see this resolved?”
- Depending on the situation you may need to ask additional questions.
- Most likely you will need to connect with the internal people involved and management before offering a solution.
- Thank them again for bringing this matter to your attention. Based on what you need to do to investigate the matter, set a realistic date to get back to them within the next 48 hours Always remember the sooner the better.
- Confirm that we have up to date all contact information.
- Set the necessary reminders on your cell phone or computer to alert you when it’s time to contact the complainant
- Work internally to resolve the matter.

- Get management approval on ALL resolution steps BEFORE making any offers or promises to the complainant. All internal parties must be on the same page before presenting solutions to the complainant.
- Follow-up with them on the date and time promised. If for some reason it is not resolved by then, contact them with a status update and reset the time and date for the follow-up.
- Update the Complaint spreadsheet with all details.
- The matter may not be coded “resolved” until all steps have been taken.
- Consult with management if you encounter any unexpected challenges.

- *Remember the Golden Rule: Treat people the way you want to be treated (put yourself in their shoes)*
- *Show empathy for their concerns*
- *Practice active listening skills*
- *Give assures that you will work hard to resolve this matter*
- *DO NOT promise something we can't deliver*
- *When delivering information they won't be happy with, be direct, listen to their concerns. Apologize for any inconvenience this decision has caused. Explain why we can't accommodate them, i.e. policy, past deadline, etc.*
- *It's not what you say that matters, It's how you say it that counts.*
- *People don't care how much you know, they want to know how much you care*

## FFA Complaint Intake Form

Date:	Time of contact:
Name of Person:	Telephone:      Email:
How contacted?	Telephone <input type="checkbox"/> Email <input type="checkbox"/> Letter <input type="checkbox"/> DOE <input type="checkbox"/> Other <input type="checkbox"/>
Student Name:	
Student Grade:	
Contact person relationship to student	
Brief description of issue	
Category	Administration <input type="checkbox"/> Teacher <input type="checkbox"/> School <input type="checkbox"/> Communication <input type="checkbox"/> Bus <input type="checkbox"/> Deans <input type="checkbox"/> Other <input type="checkbox"/>
ID all parties involved	
Best time to contact	Telephone #

“Thank you for taking the time to give me details about your concerns. I assure you that this matter is of utmost importance to us and will be addressed immediately. Someone will follow up with shortly.

Is there anything else I can do to assist you today? Thank you for calling FFA, you will hear from us shortly.

Thanks again, we appreciate your patience.”

Sent to: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Your Name: \_\_\_\_\_

Retain a copy for your records