

RESOLUTION APPROACH

When a concern or complaint is brought to our attention, we address it, utilizing all resources necessary to control it before it can get out of control. We treat it like a wildfire, not moving off of it until it is fully extinguished.

BEGIN 1

all matters by assuming goodwill by all parties.

ACKNOWLEDGE 2

there could be a problem or at least the perception of one; possess an attitude of authentic inquiry.

COMMUNICATE 3

to the one bringing the complaint that you have received it – let the person(s) know you intend to work on the issues immediately. Gaps of time without communication can cause fear, doubt, and mistrust.

LOG AND TRACK 4

the concern on your departmental complaint log.

NOTIFY 5

your supervisor of the potential resolution. Resolving conflicts is a high priority for everyone in the division. Know when to seek help.

IMPLEMENT 6

the solution in a timely fashion. This will likely require a meeting to ensure the solution is a real one.

CLOSE THE COMPLAINT 7

or concern and log the date of completion and resolution details.

FOLLOW UP 8

with the person who brought the complaint to pro-actively ask if the solution continues to be effective. Track the follow up and its outcome on the log.

PRESENTED BY LIVING PEPPERDINE

