

COMPLAINTS HANDLING – PERILIOUS OR NOT YOU BE THE JUDGE!

The Complaints Handling Process within any business is the most important way to learn about the experiences your employees are having within your organisation. Unfortunately many incidents go unreported, handled badly and even dismissed.

Therefore, there is a critical and urgent need to change the status quo when it comes to handling complaints within the workplace – evidenced by escalating mental harm and increased death rates in spite of legislative frameworks being tightened.

80% of patient deaths in the American Health Care System are directly attributable to bullying behaviour...

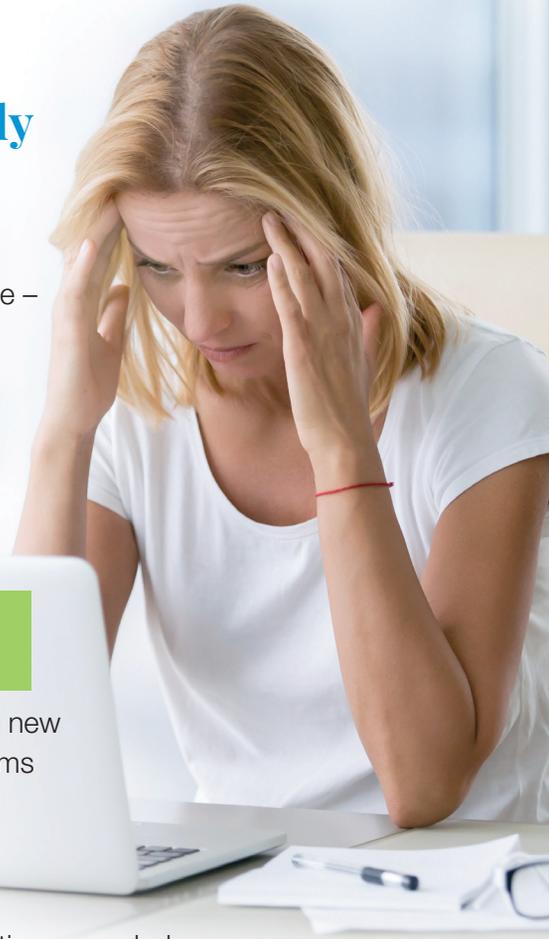
Whilst we think that is them and not us, the landscape has shifted, and most employers are sitting on quicksand. Employers can no longer plead ignorance – as ignorance means possible jail time when things go wrong.

It is indisputable the current method for workplace investigations is damaging the well-being of participants. It is a world, where far too often HR are not yet skilled to handle baseline complaints let alone complex issues – and external investigators tend to be appointed only once the complaint has reached a perilous stage with all parties at a complete state of despair.

We have to challenge the status quo and look for a very different way to manage complaints in all businesses...

Maureen Kyne & Associates are challenging the status quo and are launching new programs for **Complaints Handling** and **RESPECT** workshops. Our programs suit all levels and are designed to maximise the participants experience, as some have described it is like being in a *flight simulator*.

What we can do immediately, is look at what needs to be improved on, making it the starting point, for lasting change and outcomes for the organisation as a whole.



Maureen is a seasoned investigator of bullying, discrimination and sexual harassment claims; real world experience which underpins the highly effective bullying prevention programs she delivers across multiple sectors in metropolitan and regional Australia.

With extensive experience driving behavioural and cultural change, Maureen's focus is ensuring your most important asset - your 'people' - don't end up at the wrong place at the wrong time. Including Jail.

Her leadership training helps senior managers have success with their teams to surpass their goals to assist them to develop a better self-awareness for the impact of their behaviour on themselves, others and that of the organisation.

Maureen Kyne & Associates range of services include confidant, business risk mitigation, consulting, bullying advisory, training and crisis intervention.

If you are serious about improving your complaints handling process reach out to Maureen on enquiries@maureenkyne.com.au or +61 437 022 246

Maureen Kyne
+ associates