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# COMPLAINTS AND GRIEVANCES

2022

## COMPLAINTS PROVIDE OPPORTUNITY



*Be thankful for customers who complain. You still have the opportunity to make them happy.*

# AVOIDING COMPLAINTS:AIDET

KEY WORDS AT KEY TIMES

# VOLUNTEERS

## IMPROVING CUSTOMER SERVICE WITH AIDET

### WHAT IS AIDET? (KEY WORDS AT KEY TIMES)

#### **AIDET stands for:**

- A Acknowledge
- I Introduce
- D Duration
- E Explanation
- T Thank You

#### **WHAT ARE THE RESULTS AND ADVANTAGES OF USING AIDET WITH OUR CUSTOMERS?**

- Reduced customer anxiety
- Increased customer understanding
- Increased customer satisfaction
- Increased volunteer satisfaction

# HOW VOLUNTEERS CAN USE AIDET

## A - ACKNOWLEDGE THE CUSTOMER

- Smile
- Make eye contact
- Show a positive and compassionate attitude
- Make all customers feel welcome

## I - INTRODUCE YOURSELF AS A VOLUNTEER

- Tell a little about your experience as a volunteer (if appropriate)
- “Manage up” Blessing Hospital—
- Ease customer fears by saying positive things like “You’re in good hands,” “Blessing Hospice and Palliative Care is very well respected in the area”

## D - DURATION

- Communicate how long something might take--
- I will be with you for an hour today (Hospice Volunteer)

## E - EXPLANATION

- Help customers understand the procedures—Communicate what they should expect
- “We will read a few chapters of your favorite book today.” (Hospice Volunteer)

## T - THANK THE CUSTOMER

- Ask if there is anything else you can do—“I have the time”
- Let customers know that you have appreciated the opportunity to help them
- Thank them for choosing Blessing Hospital for their healthcare needs

# WHAT TO DO WHEN A COMPLAINT HAPPENS

ACT

# COMPLAINTS AND GRIEVANCES: ACT

- Acknowledged: Acknowledge, agree, and apologize
- Correct: Correct, and communicate empathy
- Thank You: Take it forward, tie up the loose ends, tell the story, say “thank you”
- Communicate to the Hospice Team

Service recovery is about making things right after something does not go as planned, with the hopes of regaining the patient/customer's trust and loyalty. It is important to recognize when a patient/customer's expectations were not met, even if the patient/customer does not express his or her dissatisfaction. Upon recognition of a complaint or when a customer identifies a less than “very good” or “excellent” service, use the ACT process:

# COMMUNICATING WITH THE HOSPICE TEAM

- This is a vital part of the recovery process. We are a team. With the help and assistance from every team player we can turn complaints into opportunities to make the quality of care for our patients better.
- Please provide feedback to the Volunteer Coordinator or their designee when we are given an opportunity to do better.
- Also remember it is important to let us know when we do something right!



Opportunities are where the complaints are



# PLEASE COMPLETE YOUR EVALUATION

If you have any questions please  
email or call your Volunteer  
Coordinator.

