
COMPLAINTS AND GRIEVANCES

20201

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.

