Responding to Complaints

The steps are:

1. Look at the person and remain calm.
2. Listen to the complaint, keeping an open mind.
3. Repeat back what the person said.
4. Accept responsibility and apologize if necessary.

Name: __________________________ Date Assigned: ________________

Person Assisting with Outside Practice: __________________________

Skill Being Practiced: _______________________________________

My Plan (brief description of assignment):

____________________________________________________________________

Practice Date: ________________ Location: __________________________

Briefly describe what took place:

____________________________________________________________________

How effective were you at using the skill during the outside practice? Please check one:

○ Not at all effective
○ A little effective
○ Moderately effective
○ Very effective
○ Highly effective