

Abstract

The Value of a Complaint: Seeing Past the Stress to Engage with an Opportunity for Reflection and Growth.

Opportunities for professional and personal development present in many ways. Any complaint, whether a critical comment by a client or a formal complaint to your professional body, can be stressful and potentially undermining of your professional and personal confidence. Formal complaint procedures can be drawn out, feel adversarial and may lead to severe sanctions.

This interactive workshop will:

- Briefly explain the DAPAANZ complaints procedure, patterns of complaints in recent years and summarize outcomes from those complaints.
- In small group work, explore experience of any complaint process experience, how these were negotiated and ultimately contributed to an improvement in professional competency.
- Present a perspective of those charged with hearing a complaint: the overall intent of a complaint hearing and responses from practitioners that assist in a useful resolution.
- Allow discussion of this process and the place of reflective practice in the complaints process.