

# How to deal with difficult clients and other complaint prevention tips

*Amy Fish, Ombudsperson*



# Today's Agenda

- Nice to meet you
- What exactly is an ombudsperson?
- Identifying difficult clients
- 10 tips
- Questions/Comments

# About Me



# But, seriously

Concordia Ombudsperson

Author, *The Art of Complaining Effectively* (Avmor 2013)

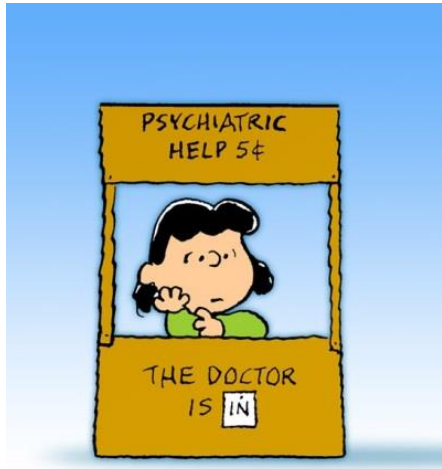
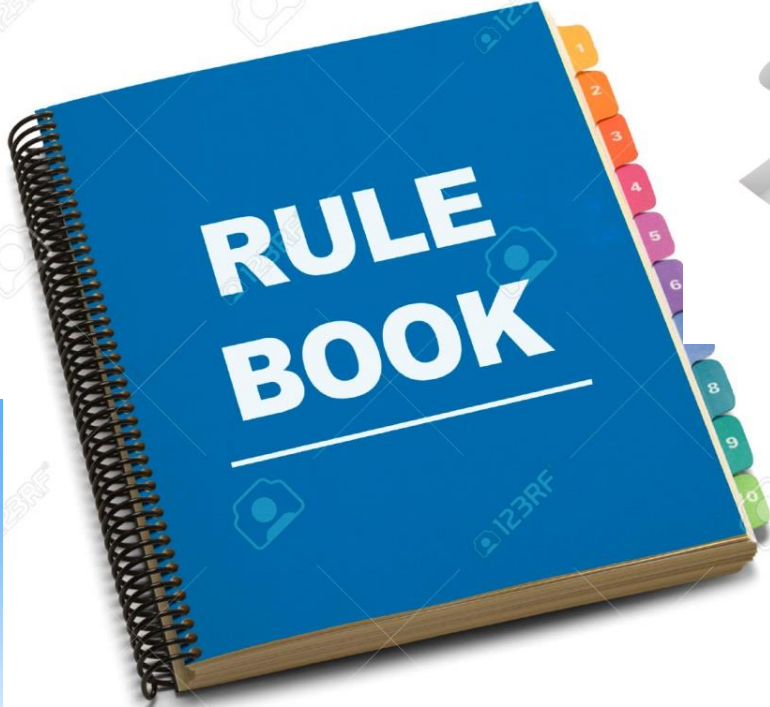


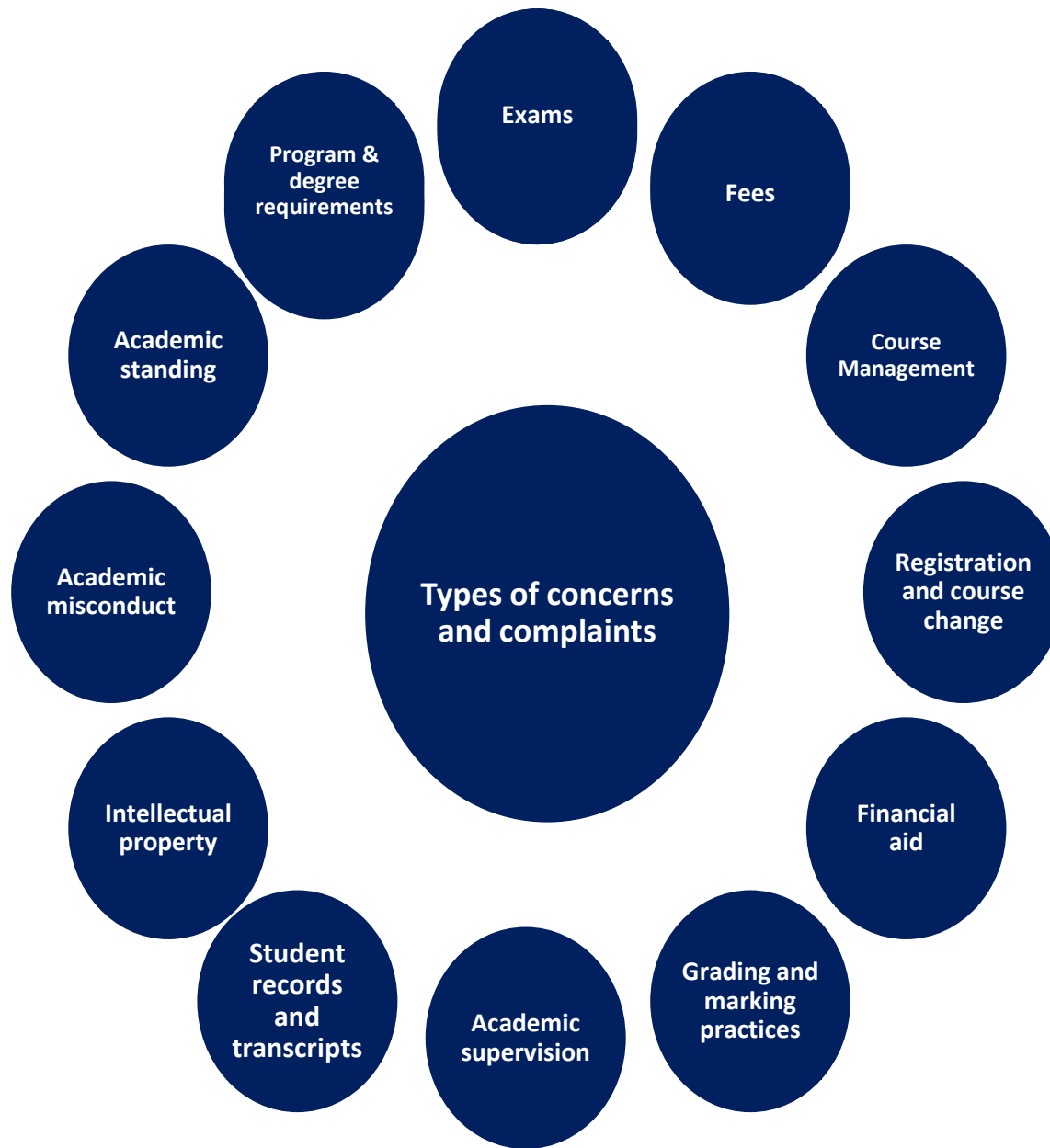


# First, a history lesson



# What is an Ombudsperson?





# Why do we need strategies for Difficult Clients?

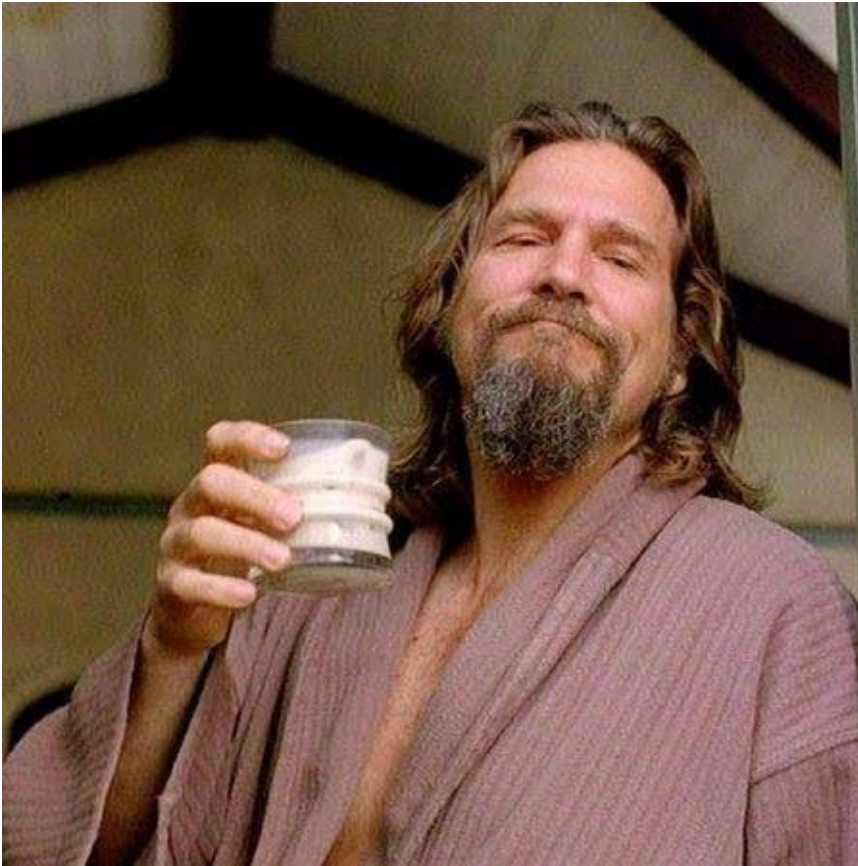
- We see a lot of them
- Resource intensive
- Can effect our ability to work on other files
- Can effect our personal life
- Sometimes we inadvertently escalate
- Not just for clients, can use strategies for anyone



# How can we identify a difficult client?



# What makes a client difficult?



# Limits

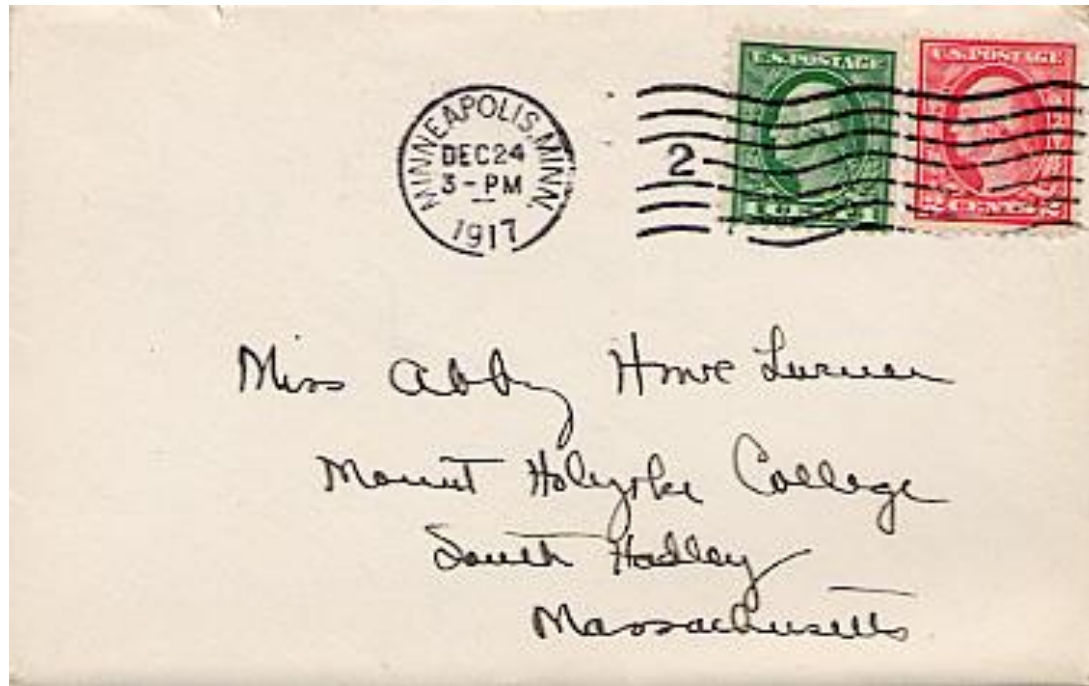


# Just Listen





# Receive, then respond





# Educate



# Teamwork



# Refer to the right place



# Policies and Procedures are your friend



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# Blame someone else





# Document



# Look after yourself



# Questions/Comments





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