

Altaira recognizes that our staff often work in clients' homes with clients who may be difficult, demanding, aggressive or sexually suggestive.

If you find yourself confronted with verbal aggression:

- Advise the client politely but firmly that the aggression is not appropriate
- Refer to the strategies provided in Behaviour Management training
- Leave immediately if you cannot deescalate the situation and call Altaira

If you find yourself confronted with physical aggression or sexually inappropriate behaviour:

- Leave immediately and call Altaira

If your client is simply demanding or difficult follow these tips:

- When a client first makes a complaint, take a step back.
- It can be difficult to remain impassive in the face of criticism, but an emotional response will only serve to irritate the client further.
- Give the client your full attention and listen to the whole problem before responding.
- Put yourself in their shoes - if you had a problem, you would want someone to listen to you. Appearing disinterested, or attempting to argue back, will only exacerbate the situation.
- Don't jump the gun.
- You might deal with complaints on a regular basis, and may well have handled a similar situation before. However, for the client, their complaint is unique to them. Treat them as an important individual by listening to their problem in full.
- Try to understand.
- In the face of a complaint, it's easy to be defensive - particularly if you don't believe you're at fault. However, you have to put yourself in the client's shoes. If you were on the receiving end of their experience, would you personally be satisfied?
- Always use your initiative when dealing with complaints.
- Once the client has aired their grievance, you should immediately give a sincere apology.
- Any number of factors could have contributed to the issue, and you might not be at fault. However, you need to take responsibility for the problem. Sometimes, an apology is all it takes to placate an angry client.
- Clients never want to hear excuses.
- However, you are fully entitled to briefly explain why they didn't receive the standard of service they expected. This should take place after you've listened to their complaint and made an apology.

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