Planning and Interview Template

RESPONDING TO CONCERNS OR COMPLAINTS

Date: ...../...../..... Location:.....

Interview objective/purpose:.....

.....

Background information:.....

Participants: **A**..... **B**.....

1. **Listen intently and respond with empathy.**

A.	**B.**

2. **Probe for facts and possible corrective actions. Take notes.**

A.	**B.**

3. **Summarise your understanding.**

A.	**B.**

4. **Provide factual information, personal experience, and your position.**

A.	B.

5. **Clarify specific actions. Set follow up date.**

A.	B.

6. **Thank the person for bringing the concern or complaint to you.**

A.	B.

Commitments given.

A......

B......

Timescale for actions......
.....

Date of next meeting....../...../.....

Purpose/type of next meeting.....