



Australian Government

Assessment Requirements for CHCECE053

Respond to grievances and complaints about the service

Release: 1

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Modification History

Release 1. CHCECE053 Respond to grievances and complaints about the service supersedes and is equivalent to CHCECE029 Respond to problems and complaints about the service.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- follow service procedures to respond to at least three different grievances or complaints about the service that collectively involve all of the following:
 - a systemic issue
 - an emotive family member
 - response to a detailed written complaint
- use all of the following techniques:
 - active listening
 - assertiveness
 - questioning
 - effective non-verbal communication
 - negotiation
- identify and document at least one opportunity for improvement arising from the grievance or complaint.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- privacy and confidentiality requirements of role and service
- regulatory requirements for reporting to authorities
- relevant codes of ethics
- range of family member responses to issues about their child and how these impacts ways of addressing issues
- communication techniques:
 - active listening
 - collaborative decision-making
 - empathising with the person's situation while upholding service policy
 - non-verbal communication and recognition of non-verbal signs
 - language style

- questioning techniques
- those appropriate to different social and cultural groups
- typical features of complaint procedures
- conflict theory:
 - signs
 - stages
 - levels
 - factors involved
 - results
- conflict resolution techniques:
 - assertiveness
 - diffusing escalated reactions
 - negotiation
 - use of appropriate communication
- principles of mediation
- service standards, policies and procedures for:
 - collaborative partnerships with families and community
 - complaints management.

Assessment Conditions

Skills must be demonstrated in a workplace that provides services or support to children and families.

Where there is documented evidence that the service does not permit performance of one or more of the above skills by individuals who are not staff members, those skills may be demonstrated through simulated activities and scenarios.

Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment.

Assessment must ensure access to:

- service standards, policies and procedures for:
 - collaborative partnerships with families and community
 - grievance and complaints management
- families in a relevant service.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4f1e53>

