ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



COUNCIL WRITING

Writing Difficult Responses to Complaints

Write clear, empathetic responses to complaints from residents and ratepayers that hold up to scrutiny.

WHO IT'S FOR

Council officers who respond to complaints from residents and ratepayers.

DURATION

1 day, or tailored to your needs

FORMAT

On-site: we come to you, virtual or hybrid.

PARTICIPANTS WILL DEVELOP THE SKILLS TO

- Read a complaint for every issue and the underlying concern
- Write responses that are empathetic, clear and complete
- Explain adverse decisions and refusals with care
- Balance empathy with a firm, defensible position
- Respond to requests for review in a clear, reasoned way
- Handle difficult or abusive correspondence calmly

ABOUT THIS PROGRAM

Our complaint response writing training for councils is built for the replies that carry the most risk: a letter with several grievances, a refusal the resident will not accept, a request for review, an abusive email. Participants learn to understand the resident's situation, address every issue in order, explain adverse decisions with care and stay firm and fair. They draft real scenarios in the session, so confident, consistent responses follow, and fewer complaints escalate to councillors, the CEO or an external body.

Tailored to your organisation

We work with your complaints policy, your decision-making framework and anonymised scenarios from your team, so participants practise on situations they recognise.

Talk to us about this program

1300 655 098 · info@icml.com.au

Enquire online