ICML
INSTITUTE FOR COMMUNICATION MANAGEMENT AND LEADERSHIP



GOVERNMENT WRITING

Responding to Complex Complaints in Government

Write clear, compassionate responses to complex complaints that stand up to scrutiny.

WHO IT'S FOR

Public servants who respond to complex or escalated complaints.

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 clear, empathetic and complete
- Convey adverse decisions and sensitive information with compassion
- Balance assertiveness and empathy in one response
- Handle abusive or high-risk correspondence calmly
- Draft standard paragraphs for situations that recur

ABOUT THIS PROGRAM

Our complaint response writing training for government is built for the responses that carry the most risk: a letter raising many issues, a decision that will disappoint, an unprecedented situation with no template, correspondence that is angry or abusive. Participants learn to understand the complainant's situation, address every issue in a logical order, convey adverse decisions with compassion and stay firm and fair. They draft real scenarios in the session, so confident, consistent responses follow.

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