

<b>Title</b>	<b>Respond to oral complaints</b>		
<b>Level</b>	<b>3</b>	<b>Credits</b>	<b>2</b>

<b>Purpose</b>	People credited with this unit standard are able to: demonstrate knowledge of own reactions to oral complaints; and respond to oral complaints in one-to-one situations.
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<b>Classification</b>	Core Generic > Social and Cooperative Skills
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<b>Available grade</b>	Achieved
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**Guidance Information**

- 1 Assessment for outcome 2 should be in an informal context, which may be the candidate’s workplace.
- 2 The complaints in outcome 2 must be about the candidate or about something or someone within their influence, and can be real or realistically simulated (unscripted).

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**Outcomes and performance criteria**

**Outcome 1**

Demonstrate knowledge of own reactions to oral complaints.

**Performance criteria**

- 1.1 Own reactions to oral complaints are described.
  - Range reactions to at least three complaints by different persons in different contexts; description must include – own emotions, own behaviours, impact on self-image, impact on the relationship.
- 1.2 Influences underlying own reactions to oral complaints are identified.
  - Range may include but is not limited to – beliefs, values, assumptions, awareness at the time of influences acting on self and/or complainant.

**Outcome 2**

Respond to oral complaints in one-to-one situations.

**Performance criteria**

2.1 The responses to the oral complaints contribute to a positive outcome.

Range assertiveness, governed by fairness, accounts for cultural considerations, safety considerations, non-verbal, acknowledges the complainant's feelings and perceptions.

2.2 Responses include any actions to be carried out.

<b>Planned review date</b>	31 December 2022
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**Status information and last date for assessment for superseded versions**

Process	Version	Date	Last Date for Assessment
Registration	1	22 May 1996	31 December 2019
Revision	2	27 March 1998	31 December 2019
Review	3	26 September 2001	31 December 2019
Review	4	16 July 2010	31 December 2019
Rollover	5	18 June 2015	31 December 2019
Review	6	25 January 2018	N/A

<b>Consent and Moderation Requirements (CMR) reference</b>	0113
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This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact NZQA National Qualifications Services [nqs@nzqa.govt.nz](mailto:nqs@nzqa.govt.nz) if you wish to suggest changes to the content of this unit standard.