

Browse: 5 results for Communication is key

5 result(s) for **Communication is key**

? Multi-agency complaint handling ? ? ? ? ?

What is a multi-agency complaint? What should agencies do? Four tips for agencies to consider.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/multi-agency-complaint-handling> - Last Modified 15 Aug 2023

? Improving communication - Casebook 2022 examples ? ? ? ? ?

Giving reasons for decision is essential to fairness, ensures transparency and promotes accountability.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/improving-communication-casebook-2022> - Last Modified 22 Nov 2022

? New video resource for councillors ? ? ? ? ?

We have produced a new video covering 'Complaints, human rights and PIDs – what every councillor needs to know'.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/new-video-resource-for-councillors>
- Last Modified 4 Jun 2020

? Case studies - positive outcomes for vulnerable people ? ? ? ? ?

The Office continues to promote awareness and accessibility for communities in regional and remote areas, Indigenous, culturally and linguistically diverse communities, the homeless and prisoners.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-positive-outcomes-for-vulnerable-people> - Last Modified 8 May 2020

? Case studies - Improving communication

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Communication with complainants should be open and accountable, subject to legal requirements.

Failure to manage complainant's expectations may result in dissatisfaction with the complaints process, unrealistic expectations and complaint escalation.

<https://www.ombudsman.qld.gov.au/improve-public-administration/blog/case-studies-improving-communication>

- Last Modified 19 Mar 2020

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Last updated: 1 January 1900