

4 Complaints and Concerns

Objectives:

- Provide authentic real time scenarios that are instrumental to learning
- Activity and learning process is Participant Centered
- Relationship based learning through peer input; creates partnership; evokes peer reliance
- Provides discussion platform for group resolution and buy in
- Ensures awareness of common concerns and provides resolution consistency
- Provides a fun and safe environment in which to probe for learning

Activity: Case Studies

An individual case study will be inserted into inflated balloon or written on colored card. LVL will select a balloon to pop or card to read. LVL will read aloud the case study and lead the discussion with group to determine what appropriate action to take based on policy, best practice and expertise. *All balloons and cards in this category will be pink.*

Complaints and Concerns

1. Participant has a complaint against the vendor.
2. Vendor has a complaint against the Participant.
3. LVL has a complaint regarding vendor staff.
4. Vendor has a complaint against another vendor.
5. The vendor has refused to sign the Summary Letter.
6. The vendor requested copies of all the documents.
7. Vendor has a complaint against you.

Supplies needed:

- Balloons, inflator – hand pump
- Individual case study strips pre cut
- Laminated colored cards