

Thanks for Complaining

APPRECIATING FEEDBACK AS AN OPPORTUNITY FOR GROWTH

The next time you hear a complaint, think of it as an invitation to solve a problem, expand your perspective about differing points of view, and strengthen teachers' commitment to the center. Stop and ask yourself the following questions:

- Why is this complaint being voiced at this particular time by this particular staff member?
- How important is the issue to this person?
- What perspective is this staff member bringing to the issue?
- Is the issue also important to other staff?
- How important is the issue to the overall functioning and reputation of the center?
- Is the complaint based on accurate facts and sufficient data? If not, how can I learn more about the situation?
- Could this complaint be a symptom of a deeper problem relating to fairness and equity, bias and discrimination, or feelings of inadequacy and incompetence?
- How can this person be involved in the resolution of the issue?
- What is likely to happen if the complaint is not addressed?
- How will I follow-up?
- How can I demonstrate my appreciation for the information?