

Specification of Competency Standards for the Retail Industry
Units of Competency for ‘Human Resource Management & Development’

1. Title	Handle staff complaints
2. Code	111375L3
3. Range	This unit of competency (UoC) is applicable to human resources management staff in the retail industry. Practitioners have the ability to handle staff complaints according to the organisation’s codes, procedures, and guidelines.
4. Level	3
5. Credit	3 (for reference only)
6. Competency	<p>Performance Requirements</p> <p>6.1 Understand the knowledge of handling staff complaints</p> <ul style="list-style-type: none"> ◆ Understand the job nature and responsibilities of employees of different posts in the organisation ◆ Understand the code of practice that the employees follow in their daily work, including: <ul style="list-style-type: none"> • The fundamental ‘customer-oriented’ principle • The consumer protection ordinances and organisations ◆ Understand the importance of handling staff complaints ◆ Understand the codes, procedures, and guidelines of handling staff complaints ◆ Understand complaint methods and channels commonly used by employees and their effects, such as: <ul style="list-style-type: none"> • Written complaints, anonymous complaints, verbal complaints • Social media, mass media ◆ Master the skills of handling staff relationship, such as: <ul style="list-style-type: none"> • Communication skills • Understanding of employee psychology • Empathy <p>6.2 Handle staff complaints</p> <ul style="list-style-type: none"> ◆ Handle staff complaints according to the organisation’s codes, procedures, and guidelines on handling staff complaints <ul style="list-style-type: none"> • Listen to the complaints and encourage the employees to express their opinions • Understand the reasons, details and demands of their complaints • Respond to staff complaints or opinions • Find out the causes of complaints and suggest improvements, e.g. complaints arising from the interaction between: <ul style="list-style-type: none"> ○ Employees and customers ○ Employees ○ Employees and the management ◆ Document and file the records of complaints for follow-up and future reference ◆ Report to the management the staff complaints received and the follow-up situation <p>6.3 Exhibit professionalism</p> <ul style="list-style-type: none"> ◆ Adhere to the professional code of conduct and treat complainant’s information in strict confidence
7. Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> ◆ Handle staff complaints according to the organisation’s codes, procedures, and guidelines; ◆ Respond to staff complaints or opinions; and ◆ Document and file the records of complaints for follow-up and future reference.
8. Remark	This UoC is adopted from 105004L3.