

"I have a complaint!"
Techniques To Use That Get Results

Our Board of Directors and management company welcome constructive complaints because they help them do a better job. Results-oriented complaints usually can be settled in the initial stage and the result will be fewer complaints in the future. Here are some techniques to follow to ensure results:

- Keep the tone polite and professional. Try not to get angry or emotional.
- Avoid using threats. Threats diminish productive communication. If you push others they may respond emotionally and the issue will be lost in the process.
- State what you want done.
- Listen and ask questions.
- You may want to negotiate. Be ready to suggest alternative solutions.
- If there is an agreement, confirm it. Make a written note to yourself. If the problem is complex or money is involved, confirm the agreement by letter.
- If you cannot agree on a solution stay calm. Do some more research. But remain calm.