



› Driving the economic development of Queensland ‹

## Control your business problems

Every business has problems. Whether those problems relate to conduct of staff or complaints from customers, or poor quality of the product, or lack of cash, they are all problems that contribute to stress in the business and should be dealt with swiftly.

A control system should be in place which determines the policy to be adhered to when any of those situations arise. For example, customer complaints should be referred to one person whose responsibility it is to ensure that that situation is corrected and the customer is satisfied.

A problem that arises and is left unchecked or unattended will rear its ugly head later on and cause even greater problems. Controls should be put in place to ensure that any complaints, for example, are attended to within 24 hours. A system of recording the complaint by way of a complaint form should be introduced, and that form signed off by a manager, so that management is aware of both the problem and the resolution.

### Further information

The following fact sheet provides further information on these issues:

- Risk management

