



How to Respond to Common Patient Complaints (With Scripts)

*This is an extra resource to go along with the original article:
[How to deal with negative patient reviews](#)*

If you're not sure how to respond to a negative reviewer and you don't want to get emotional, use a template or script to help alleviate the burden. Here are a few responses you can use to make things easier.

Complaint "Your staff was rude or unprofessional "

Response: *"You are right to expect courteous, respectful and professional staff."*

Complaint: "Your policies are too rigid. I need more flexibility to help with my situation."

Response: *"I agree that we should be as flexible and user-friendly as possible. Your suggestions can really help."*

Complaint: "This isn't what I was promised!" Or a "bill or service was priced higher than expected."

Response: *"I am on your side in this situation. You have a right to be satisfied with whatever service you receive from us. You deserve good value for your money. Let's review and see if there's a better option for you."*

Complaint: Long wait times. "Why did it take you so long?"

Response: *"We understand that in today's world speed counts. You deserve fast, friendly service."*

Complaint: Poor website usability. "I couldn't find the information I needed."

Response: *"You are right to want an informative, user-friendly website. What information couldn't you find? Your suggestions on how to improve the site are a big help."*

More scripted responses:

"Rest assured that I will try my best to..."

"I do understand the inconvenience you have faced..."

"I will be more than glad/ happy to assist you..."

"What I will do for you right away is..."

"I'm sorry for the inconvenience that you have faced, what I can do for you is..."