Points to Consider when Dealing with an Angry Client

Firstly, consider your safety. If you feel dealing with a client may put you at risk, don’t engage the client. Depending on the nature of the risk, you may:

- seek the support of a colleague to speak to the client with you
- ask your supervisor to deal with the client.
- call the police.

If you are not at risk, consider if you are the appropriate person to deal with the client. However, also consider if referring the client to someone else at this stage will aggravate the client more.

Remember it is not personal. The client is angry about the situation and you are the closest target. If you personalise the attack you may not be able to handle the situation objectively.

Acknowledge the client's feelings of anger.