



“HANDLING COMPLAINTS” (2+ HOURS)

Does your business or organisation experience any of these?

- Complaints are treated as a problem rather than an opportunity or a gift?
- There is no defined process or procedures for handling complaints?
- Team members who react defensively when handling complaints?
- Team members who blame others for, or justify errors instead of taking responsibility for and rectifying them?
- Team members who may satisfy customers’ practical needs but not their emotional needs?
- No record of complaints or how they were resolved is kept?
- The same complaints keep recurring without any correction being implemented?
- Complaints that are not followed through to completion?

Would you like a cost-effective solution to this problem?

Customer complaints are very important **‘moments of truth’** in our business or organisation. How they are handled can win the customers’ loyalty or lose their custom for life. They provide valuable information on the quality of our service but can be difficult to handle both practically and emotionally.

“**Handling Complaints**” educates and empowers team members in a positive and professional approach to handling complaints and provides them with a good processes and a range of communication strategies and tools to ensure that the best possible outcomes are achieved each time.

Topics to be covered include:

- Welcoming Complaints
- Responsibility for Handling the Complaint
- An Effective Complaint Handling Process
- Staying in Your Power
- Reflective Listening
- Pacing the Customer

The program comes with a comprehensive participant workbook and includes practice of various real-to-life complaint handling scenarios. It is even more effective when it is followed by “**Handling Difficult Customers**”.

TESTIMONIAL

“This program was excellent. It was very informative on complaints and how to resolve them. I liked the whole complaint handling procedure.”

Retail Manager, Oaklands Park, SA