

COMPLAINT HANDLING

Duration: 1 Day

Course Aims:

This course has been developed for team members that are required to deal with customer complaints. It has been designed to equip delegates with the skills and confidence required to deal with any problems that may arise.

Course Objectives:

On completion of this course, delegates will be able to:

- Understand what it is to work within a “Culture of Excellence”
- Understand why good complaint handling is important to the business
- Handle complaints effectively and consistently using the AURA approach
- Handle hostile complaints calmly and professionally
- Turnaround customer complaints and dissatisfaction

Course Benefits:

The techniques taught in this course will enable the delegates to handle complaints in an effective and straightforward way.

Course Outline:

- What is a “Culture of Excellence”?
- Why complaints are good for business
- How to make a bad situation worse
- Turning complaints around
- Complaint handling skills
- Hostility
- Personal abuse
- Complaint handling practice

For more information, or to book one of our courses please contact us:

Email: info@coetrainingconsultants.com

Mobile: 07852 123 144



ICM

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Accredited Training Material

Course: *Complaint Handling*

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