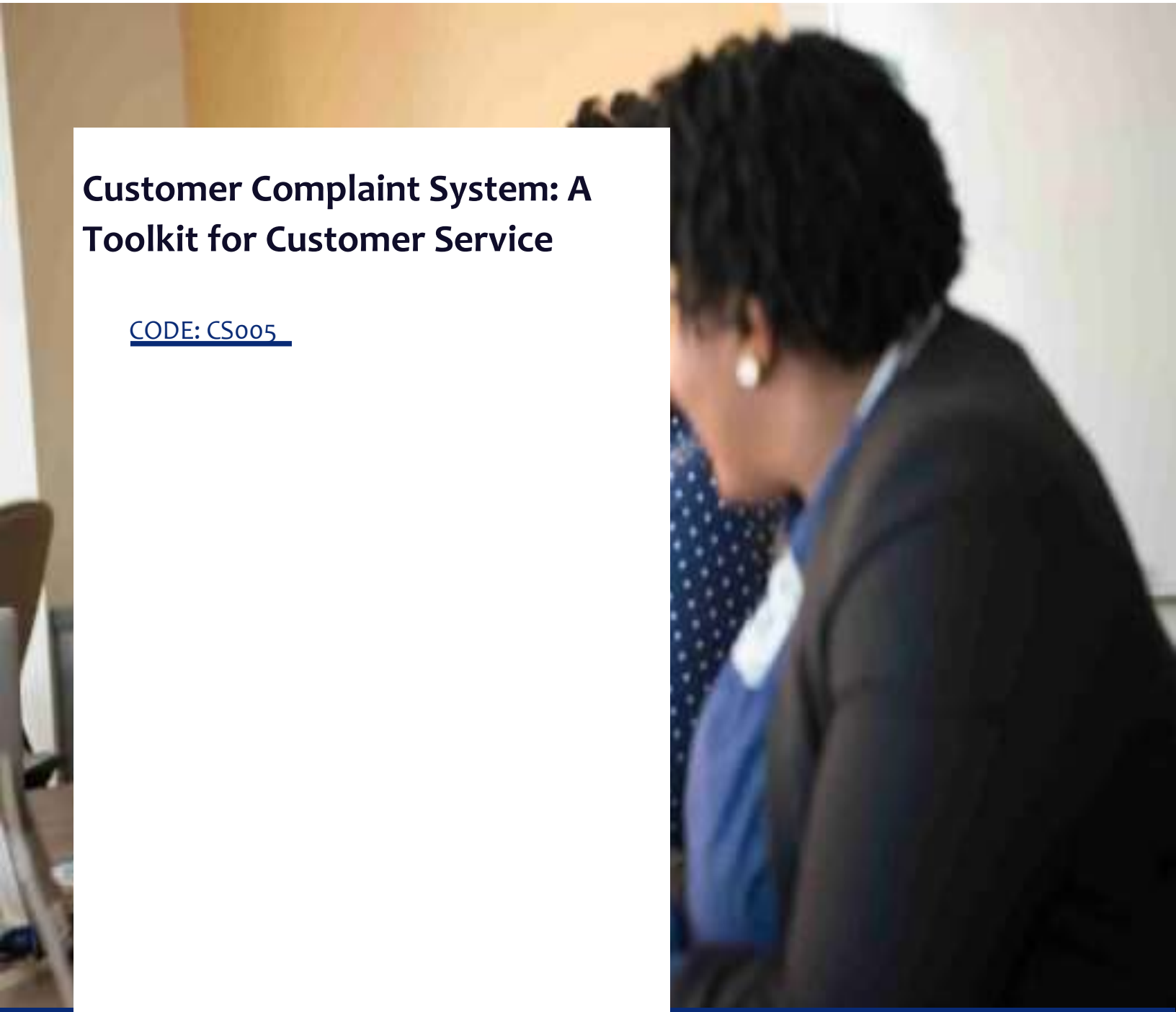

Customer Complaint System: A Toolkit for Customer Service

CODE: CS005

2023

KNOWLEDGE TREE
INTERNATIONAL INSTITUTE LLC

Customer Complaint System: A Toolkit for Customer Service Improvement

CS005

Course Overview

This specialized course addresses the problem of customer complaints by concentrating on its two components: the behavioral aspect related to the specific employee who interacts directly with the complainant and the system's or procedural aspect related to how the organization should handle a complaint at every stage, from the time it is raised to its resolution. The course also covers the necessary steps an organization must take in terms of culture development and openness before it can hope to benefit from complaints, recover unhappy customers, improve internal processes, and reach new levels of customer satisfaction. It does this by drawing on ISO 10002 guidelines and other international best practices.

Course Methodology

This course makes use of case studies, exercises, the creation of procedures and forms by work teams, role plays, as well as brief presentations by the consultant and the written or oral questions that follow and are discussed by the class.

Course Objectives

Participants will be able to after completing the course to:

- Justify the critical function a system for managing customer complaints has in boosting an organization's performance.
- Showcase, step-by-step, how a well-trained employee responds to clients who are dissatisfied, win their trust and thanks, and ensures their contentment.
- Implement a mechanism for receiving consumer feedback to increase customer satisfaction and retention.
- Manage all aspects of the complaint management process, including reception, analysis, escalation, tracking, and all internal and external communication, from planning to conclusion.
- Create pertinent KPIs for the evaluation and audit of complaint systems.

Target Audience

Managers and employees of the customer complaint system, customer service, and support departments like HR and IT that give services to other departments (internal customers) within the company.

Target Competencies

A focus on the client
Outlook that is sympathetic
Emotional stability
Achieving standards
Statistical judgment
Workplace organization
Emphasis on quality

Course Format

Face-to-Face

Location: Canada/ UK/Dubai/ USA

Locate Our Office:

USA - 9905 UNIVERSITY CITY BLVD, #462 CHARLOTTE NC, 28213.

CANADA - 670 HURONTARIO STREET, L5B IP3, MISSISSAUGA, CANADA.

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Schedule and Fees:

$3,950.00 Fees + VAT as applicable
(including coffee breaks and a buffet lunch daily)

Duration: 10 Days

Dates: 20th Feb. – 10th Mar, 2023

17th -28th July, 2023

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