

Effective Complaint Handling

Half Day Course

Rating: ★★★★★ 4.8/5



Module 1:

Complaint Handling: Responsibility & Control

Learning Outcomes

- View complaints as an opportunity to retain customers, learn from feedback, and improve.
- Take ownership of the complaint-handling process with thoroughness and attention to detail.
- Understand the key drivers behind complaints to effectively address underlying issues.

Service Methodologies

- Introduction to Complaint Handling
- Complaint Handling: The L.E.A.D. Method'
- The Psychology of Complainants

Module 2:

Investigating Complaints: Questioning & Validation

Learning Outcomes

- Confident questioning to identify the root causes and key drivers of a complaint.
- Know when to provide an immediate solution versus when to conduct a more detailed investigation.
- Extract valuable insights from complaints to drive improvement and inform decisions.

Service Methodologies

- The O.P.R. Questioning Method'
- The 3P's of Complaint Validation'

Location & Delivery Style

4th Floor
One Great Cumberland Place
London
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Hamilton Mercer's training sessions are
Friendly, Highly Engaging and Humorous.



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