

## COMPLAINT HANDLING SKILLS

*“Learn skills and techniques to turn-around customer complaints faster, easier and more effectively.”*

### Why you should attend

This half-day **complaint handling skills** live online training will help you answer customers' comments, concerns and complaints in person, online, letter, email and phone.



### Key learning points include:

- How to respond to customer complaints and feedback correctly
- The right way to deal with complaints – on the telephone and in writing
- Using the PACES model for complaint handling best handling
- How to use your complaint process and escalation process
- How to give bad news – being up-front and using empatju
- Regain the customer's goodwill and how to measure it
- Handling unhappy customers – practical things you can say and do
- Putting things back on a positive track

### How you will benefit

This highly-practical training course will benefit all customer-facing staff, whether they are dealing with internal or external customers. You will gain more techniques and the confidence to use them.

### About the trainer and course format

This course will be delivered by an experienced trainer with a real expertise and knowledge in complaint handling and customer service. The course will be informal, engaging and include many practical activities.

Live online half-day training course: price: £95 plus VAT per person.

*£195 per person for one-day classroom workshop, minimum three participants, plus travel costs.*

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## Complaint Handling Skills

- ✓ Two 90-minute modules live online\*.
- ✓ Sixty-minute eLearning module.
- ✓ Expert trainer with subject matter expertise.
- ✓ PDF manual for reference.

*Suitable for both live and online situations.*

### Identifying the best response to complaints

- The importance of complaints to you and the customer
- Using the PACES model for complaint handling
- How to give bad news and keep the customer's goodwill

### Handling complaints on the telephone

- Opening the call while being tactful and diplomatic, and some useful phrases
- Putting the customer at ease – some things you should never say or do!
- Handling unhappy customers – practical things you can say and do

### Choosing the right words and tone when handling complaints

- Learning to phrase difficult messages – using prompt sheets
- Getting the right voice tone and pitch
- Negotiating solutions when you are at fault

### Responding to complaint emails

- How to respond to customer complaint emails and letters
- Choosing the right structure for your response and answer
- Sending the right message – what your email could be saying about you



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