

Tasman Peninsula Airport Transfers

Complaints Handling Process

Follow the technique for handling difficult or upset customer (see procedure) in particular:

Step 1: Listen to the customer

- Thank them
- Get all the facts
- Make an empathy statement
- Do what you can to fix the problem
- Follow up

Step 2: Fill in the complaint form

- Write down the following details
 - Name of customer
 - Details of complaint
 - Cause of problem
 - Solution offered (or action suggested)
- Follow-up required
- Action required to rectify a service or performance fault (if applicable)

STEP 3: Prepare apology correspondence confirming the action required (if applicable)

STEP 4: Service Supplier

- If the complaint is related to any of our service suppliers then you should ring and advise the appropriate contact
- Email the details recorded in Step 2
- Email a copy of the apology correspondence from Step 3.
- Ensure the suppliers understand what action has been taken and if they are required to take any further action.

STEP 5: Discuss the complaint and course of action with at least one other staff member.

STEP 6: Copy correspondence and file with the complaint details.

STEP 7: Record date for follow up in your business / company diary

Complaints Handling Report

Name/Date	Details	Cause	Solution	Follow-up	Action