



Customer Complaints Handling Training Course

About This Course

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Do you want to know how to deal with customer complaints effectively and have strategies to proactively reduce them from happening in the first place?

Our Customer Complaints Handling Training Course will show you how to manage customer complaints effectively, as well as ideas to proactively reduce the amount of complaints that you receive. The course looks at how to handle customer complaints so that the relationship with the customer stays intact. Knowing what drives complaints in the first place is a great way to reduce the overall amount of complaints a business will get.

This Customer Complaints Handling training course is delivered as a scheduled open online training course or in-house just for your business.

We deliver the course as a face to face course and a live virtual online course.



The Course Aim & Objectives

Here's what you will learn on our customer complaints handling course



Course Aim

This Customer Complaints Handling Training Course aims to help businesses increase customer loyalty and retention by providing the skills and knowledge needed to deal with customer complaints effectively.

Course Objectives

By attending this Customer Complaints Handling Training Course you will:

- Understand what a complaint is and why people complain
- Know what drives complaints in your organisation
- Understand the skills and approaches needed to deal with customer complaints
- Be more pro-active in identifying and fixing the things that cause complaints
- Have a process to follow when dealing with a dissatisfied customer

The Course Content

Here's what we cover in our customer complaints handling course



Why People Complain

- What drives someone to complain to a business
- Feelings and emotions demonstrated during a complaint
- Common reasons for complaints in the business
- The impact of not dealing with complaints effectively

Complaint Handling Skills

- The skills needed to handle customer complaints effectively (i.e. Empathy, Questioning, Assertiveness)
- What each of the skills does and when will they be required
- A simple model to use when handling complaints

Getting to the Root Cause

- Using questioning techniques to gather all of the facts
- Showing a customer that you are there to help
- Using the fact-find to calm the customer

Dealing With the Complaint

- Your body language, voice and the words you use during a complaint
- Your response when a customer complains
- Diffusing difficult situations
- Using the skills in simulated exercises

Being Pro-active

- Identifying what the causes of complaints are in your business
- Looking out for reasons why people might complain and fixing it before it gets to a complaint
- Gathering feedback from customers about their overall experience

Delivery Options

How we deliver our customer complaints handling course



Open Training Course

Delivered online as a scheduled open training course

£195.00 + VAT / €215.00

Price per delegate.



In-House

Delivered at your business location or a location of your choice anywhere in the UK, Ireland, across Europe or online.

We can adapt the course content to meet your specific needs and those of your team.

Contact us for a quote.

Open Training Course

Attend our scheduled online training course



We deliver our customer complaints handling training course as an online scheduled open training course.

Perfect for when there is just you, one of your colleagues or a small group of you that would like to attend the course.

Our scheduled courses run on a regular basis and are delivered via Zoom.

You will find them just as engaging and interactive as our in-person training course.

See the course page on our website for more details and the course schedule.



In-House Delivery

Train your team. Train your entire company



We can deliver our customer complaints handling training course just for your team or organisation.

1

Start with an off-the shelf course

We'll use the content in the overview as a starting point

2

Understanding your needs

We'll work with you to agree what outcomes you want from the course

3

Making it yours

We will shape the content to ensure the course meets your requirements

4

Delivering the skills

We then deliver the course that we've agreed either in-person or online

Make it even more bespoke

We can completely redesign the course to meet your needs. Just tell us what you need, and we can put a no obligation proposal together for you.

Online Training Course

Fun, engaging and interactive – delivered online



Our customer complaints handling training course can be delivered as a virtual online course.



The same great content reimagined for the online environment.

- ✓ Our open training courses are delivered using Zoom
- ✓ When delivered in-house, we can use the platform you are most comfortable with
- ✓ Re-designed sessions to allow for interactivity and engagement in the online environment
- ✓ The same fun, engaging and down to earth approach
- ✓ Join your course from anywhere

About Us

Here's a bit about us and what we do



We are Revolution Learning and Development

We are a leading learning and development consultancy based in the UK. We provide our services across the UK, Ireland and Europe.

- ✓ We deliver fun, engaging and down to earth training courses in-person and online
- ✓ Over 20 years of training experience
- ✓ Incredibly cost effective and a real focus on return on investment
- ✓ 92% of our clients rebook us for further training and development
- ✓ Flexible training and development solutions

Let's Talk

We're here to help



If you have any questions about our customer complaints handling course or would like a quote for an in-house course, then just get in touch.

Call Us:

UK: 03333 444575

ROI: 015549779

Email Us:

hello@revolutionlearning.com

Visit Us:

UK: <https://www.revolutionlearning.co.uk>

ROI: <https://www.revolutionlearning.ie>

EU: <https://www.revolutionlearning.com>