

## Effective Complaint Handling

This course provides an overview of the essential elements for an effective complaint handling system. The participants are provided with the necessary skills and strategies to respond to clients and customers confidently, effectively and efficiently. They also learn how to deal with complaints, by examining different types of complainant behavior and overcoming personal and organizational barriers to making and resolving complaints.

### Course Outline

- Introduction
- Complaints
- Customers – Perspectives, Perceptions & Expectations
- Complaint Handling Process
- Documentation
- Formulating A Solution

### Who Should Attend

All level staff such as:  
• Customer service or all level employees that would want to learn how to handle complaints from customers.

### Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

### Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

### Course Duration

The standard duration of this course is 12 contact hours.

### Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Define what a complaint is
- Understand why Customers complain
- Describe the components of an effective complaint handling process
- Explain the various documentation requirements
- Use Tracking & Trending of complaints for continuous improvement activity
- Understand how a more professional approach to the handling of complaints in the organization can deliver benefits in terms of increased customer satisfaction

### Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions
- Case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

For more information please feel free to contact:

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