

Customer Complaints Handling



Course Overview

This immersive eLearning course explores how firms can respond to customer complaints effectively and in line with the guidelines set by the Financial Conduct Authority (FCA).

Go behind the scenes at fictional firm Monimate and explore how to deal effectively with regulated complaints and keep customers happy. Take the challenge to make the right decisions to support and respond to dissatisfied customers effectively. Aim for a top Trustzar service rating for Monimate or risk a loss of reputation or a compensation by the Financial Ombudsman Service (FOS).

What to Expect

In this course, employees will learn:

- How to identify a regulated complaint
- How to respond to a complaint effectively
- What are the steps to take to manage complaints
- How to mitigate the consequences of mishandled complaints
- How to identify the root cause of a complaint and the preventive actions that can be taken

Course Details

Duration 30 minutes

Languages English

[Technical Requirements](#)

Guide Pricing

1+ Licenses	£29 per learner
11+ Licenses	£25 per learner
21+ Licenses	£20 per learner
51+ Licenses	£15 per learner
101+ Licenses	£10 per learner
*guide prices are per learner, per year	

For 150+ learners, please contact us for a quote by telephone or email:

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+44 (0)1509 611019

Great Value Package

You can buy this course on its own or for greater value why not buy the full package of Online Compliance Training training courses?

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