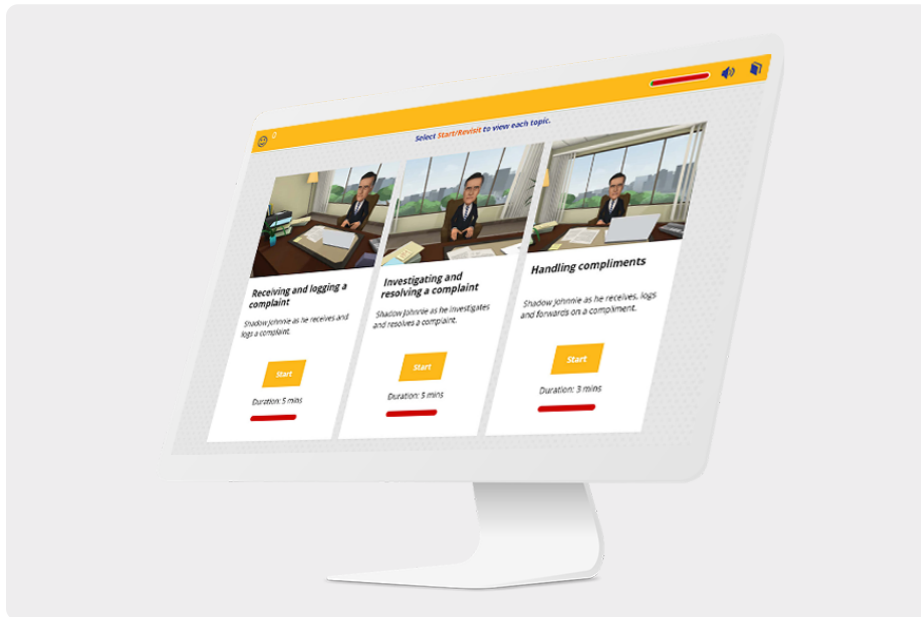


Complaints and Compliments

Raise awareness on how to effectively manage customer complaints and feedback



Course Overview

This immersive online training course covering Complaints and Compliments is designed to help organisations raise awareness of how employees can handle the process for receiving complaints and compliments.

The course particularly looks at the best practice around logging, managing and resolving complaints and compliments.

It also explains how to react and respond effectively and what the appropriate steps are for each instance and the importance of having and following a suitable policy for customer complaints and compliments.

Key Learning Points

- What constitutes a complaint
- Appropriate handling of complaints
- Ensuring customers are kept informed
- Importance of keeping records of complaints
- What information to capture when logging an incident
- Appropriate time scales are for responding to a complaint

[Learn More](#)

[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	

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