

Customer Complaints Handling

Train your employees to handle regulated customer complaints more effectively.



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).

This course will enable learners to differentiate between a regulated and unregulated complaint. The course also explores how to handle, investigate and respond to customer complaints, the preventative actions that can be taken, and the role of the Financial Ombudsman Service in resolving disputed complaints.

Key Learning Points

- 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

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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