

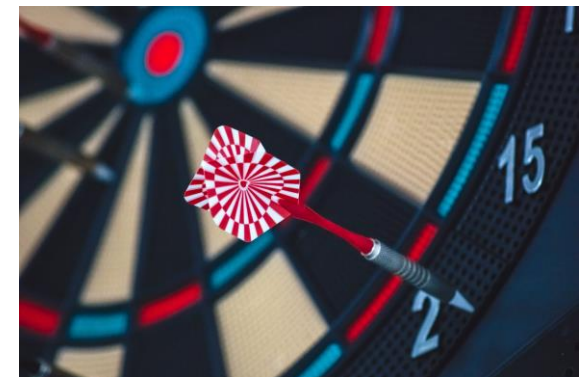


**Handle Complaints**

# Handle Complaints

By the end of the Power Hour you will be able to:

- ✓ Describe why people complain, and what they want when they complain
- ✓ Use a 7-step approach to handling complaints to bring about a positive result
- ✓ Suggest practical things that you can do to follow-up complaints and make sure that they don't escalate





# Triggers and Escalators

**Triggers** tend to be factual things that cannot be denied. A product didn't work, a service engineer did not honour their appointment and so on. They are often outside of our direct control.



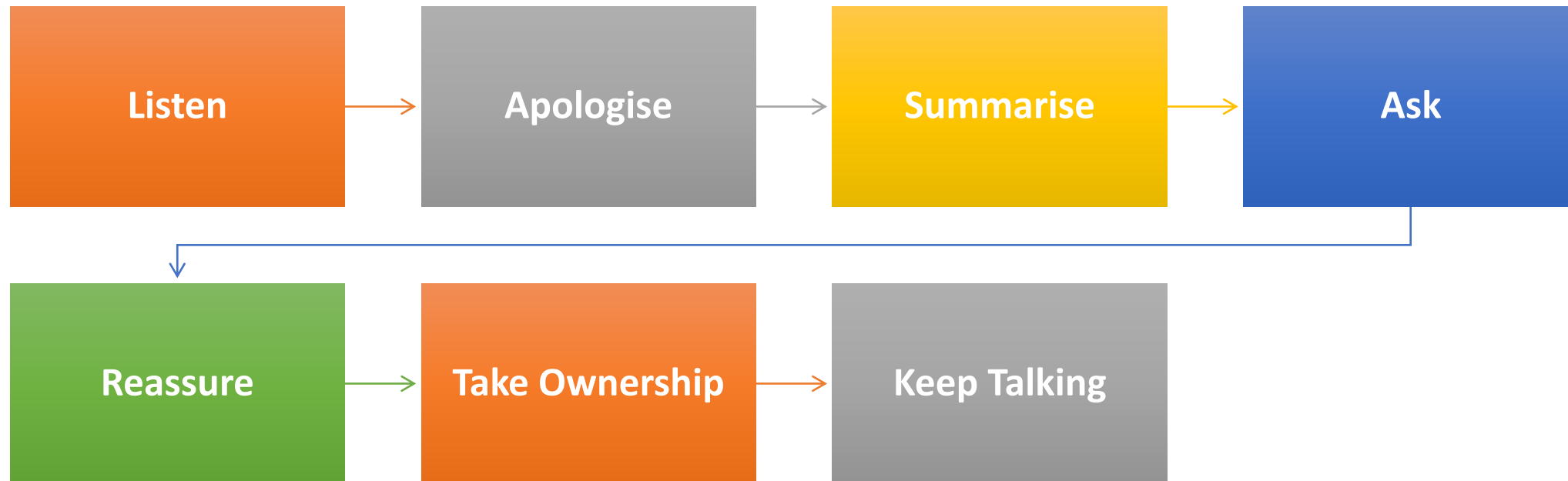
**Escalators** tend to be emotional things that relate to attitude and behaviour, and how the customer feels they are being treated. They are usually completely within our direct control.



# What Customers Want

1. To be taken seriously	10. Knowledgeable help
2. Competent, efficient service	11. Friendliness
3. Anticipation of their needs	12. To be kept informed
4. Explanations in their terms	13. Follow-through
5. Basic courtesies	14. Honesty
6. To be informed of the options	15. Feedback
7. Not to be passed around	16. Professional service
8. To be listened to (and heard)	17. Empathy
9. Dedicated attention	18. Respect

# A 7-Step Approach





# Quick Wins for Handling Complaints

- Smile
- Establish eye contact
- Don't invade personal space
- Make time to deal with the customer
- Empathise
- Match body language and speech
- Deal with the person
- Make the other person feel important
- Be positive. Focus on what you CAN do, rather than what you can't do
- Never blame the process



# Follow-Through

- Never fob the customer off with excuses
- Be realistic about what can be achieved and when
- Under promise and over deliver
- Focus on what you can do personally
- Make specific requests of your colleagues when investigating matters, and give them timescales
- Chase up requests, and keep asking questions until you get a response that is helpful
- Don't make assumptions about what is/is not possible
- Focus on resolving the problem
- Maintain regular contact with the customer



# Make it Work at Work

What are you going  
to **DO** as a result of  
this Power Hour  
Session?





Thank You  
&  
Good Luck