

Emerge CCS – Customer Complaint Process

1 – Listen to the complaint

Thank the client for bringing the matter to our attention. Apologize and accept ownership, don't blame others and remain calm and courteous.

2. Record details of the complaint

Go through the complaint in detail so you can understand exactly what the concern is. Keep records of all complaints in one central place or register. This will help us identify any trends or issues.

3. Get all the facts

Check that we understand the complaint and record the details correctly. Ask questions of internal staff if applicable.

4. Discuss options for resolving the problem

Ask the client what they are seeking; it could be a refund, a credit or a sincere apology. Offer a solution if possible. Don't promise things you can't deliver.

5. Act quickly

Aim to resolve the complaint quickly. That shows the client you value them and respect their opinions. If you take a long time they tend to escalate.

6. Keep your promises

Keep the client informed if there are any delays in resolving their request.

7. Follow up

Contact the client to find out if they were satisfied with how their complaint was handled. Let them know what you are doing to avoid the problem in the future.

Make sure staff are trained to follow these procedures when handling complaints and that they have the power to resolve issues as quickly as possible.

Encourage clients to provide feedback, suggestions and complaints so they let you know when there is a problem and give you the opportunity to resolve it.