

# Complaints Management Consultancy

For all your complaints training and much more



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## Effective complaints investigation



### The customer care approach to handling customer complaints

#### Who will benefit?

The course is designed for your managers to help them to fully understand the organisations customer feedback ethos, policy and associated processes. It will also develop their skills for dealing with client and customer complaints.

#### What you will gain – course aims

The course aims to make sure that the participants:

1. Understand your organisation's Customer Feedback policy and procedures
2. Develop their skills so they can effectively handle client and customer dissatisfaction

#### What you will undertake – course objectives

At the end of the course, participants will be able to:

- Understand the ethos, policy and processes by which you deal with all types of feedback
- Appreciate the importance and benefits of feedback
- Identify and describe key customer service standards
- Identify opportunities for making empathic connections with your customers
- Deal with conflict and difficult situations to achieve positive outcomes
- Handle complaints by deploying the following techniques:
  - Assessing a customer complaint
  - Being assertive
  - Saying “no” the right way
  - Understanding the remedies available for resolving a complaint and the circumstances in which they should be used
  - Communicating in plain language

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## Effective complaints handling



### The customer care approach to handling customer complaints

#### Who will benefit?

The course is designed for staff at all levels to help them fully understand the complaints ethos, policy and associated processes and also develops their skills for dealing with customer complaints.

#### What you will gain – workshop aims

The aims to make sure that the participants:

1. Understand the organisation's complaints policy and procedure
2. Develop their skills so they can effectively handle customer dissatisfaction

#### What you will undertake – workshop objectives

At the end of the workshop, participants will be able to:

- Understand the ethos, policy and processes by which your organisation deals with complaints
- Appreciate the importance and benefits of complaints
- Identify opportunities for making empathic connections with your customers
- Identify and describe key customer service standards
- Handle complaints effectively by employing the following techniques:
  - Assessing a customer complaint
  - How to say 'No' and assertive techniques
  - Communicating in plain language
  - Best practice template

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## Equality & Diversity in practice (Equality Act 2010)



### **The understand and deal with equality and diversity with confidence**

#### **Who will benefit?**

The course is designed for front line staff, managers and others who are responsible for delivering a fair service.

#### **What you will gain – workshop aims**

The course aims to provide staff with information and strategies to meet the requirements of legislation core objective Fair Access, Diversity and Inclusion within the refreshed Quality Assessment Framework (2009).

#### **What you will undertake – workshop objectives**

By the end of the course delegates will have:

- A sound understanding of fair access, diversity and inclusion.
- An overview of the refreshed Quality Assessment Framework (2009) core objective 'C 1.4 Fair Access, Diversity and Inclusion'.
- Awareness of relevant legislation to take into account when drawing up equality and diversity policies.
- Explore the importance of culture in the organisation and the role of senior management.
- Considered ways to ensure that fair access, fair exit, diversity and inclusion are embedded within the culture of the service.
- Identified ways to demonstrate equality and diversity have been actively implemented across the main equality strands.
- Identify areas for further monitoring and setting targets.
- Identified processes to ensure a fair exit from the service.
- Knowledge of Equalities Impact Assessments.
- A check list for Equality & Diversity in practice.

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## Effective service user involvement



**Ensuring service users are in the forefront of your service goal and delivery**

### Who will benefit?

The course is designed for front line staff and will help them engage and involve service users.

### What you will gain – workshop aims

The course aims to ensure that delegates:

1. Develop their understanding of service user involvement.
2. Develop their skills and strategies for effective service user involvement.

### What you will undertake – workshop objectives

By the end of the course delegates will have:

- Understood the purpose and benefits of user involvement
- Considered the role of the Quality Assessment Framework
- Explored the barriers to successful user involvement
- Identified effective strategies for user involvement
- Looked at ways of engaging with different client groups