



## Complaint Handling



- Actively listen to what the customer has to say and let them finish.
- Repeat back / rephrase what the customer said to show that you have listened.
- Remain calm if the customer becomes irate or confrontational.
- Ask questions in a caring and concerned manner.
- Put yourself in their shoes. Empathise with the customer.
- Apologise for the situation without blaming.
- Solve the problem or find someone who can help you solve it.
- Keep comprehensive records of all customer complaints, from the initial problem to the eventual solution.

- Selectively choose what you want to listen to and interrupt the customer when you feel it's necessary.
- Offer a quick solution you think it's best based on your assumption.
- Sympathise with the customer.
- Inform the customer that you can identify who or which department did wrong so that they can correct their wrongdoing.
- Ask questions that the customer has already answered.
- Try to argue if the customer becomes irate or confrontational.
- Treat the complaint as not-a-big-deal.
- Protect your point of view at all costs.