

Handling Customer Complaints

This course is designed to provide you with the knowledge and confidence to handle customer complaints effectively and comply with the law

Upon successful completion of the course a certificate of attendance will be issued

The course includes:

Duration: Half-day
Equipment: None

- Customer protection law
- Workshop exercises - complaints received
- How not to handle customer complaints
- How to correctly handle customer complaints
- Case studies
- Dealing with difficult customers



The Island Partnership

Trinity Road, Sheerness, Kent, ME12 2PF. Tel: 01795 596700