

Accreditation : This Module is a Nationally Accredited Course
Title : **ICTCC352A – RESOLVE COMPLEX CUSTOMER COMPLAINTS**
Field Of Study : **COMPLAINTS & FAULTS**

What is this course all about?

This unit applies to the resolution of the more complex complaints related to customer product or service. This will typically be an escalated complaint where customer demands fall outside enterprise policy. At this level an operator can be called upon to defend the organisation from undue and unwarranted criticism.

When you have finished this course you should be able to demonstrate your ability to:

Receive and respond to complaints - ICTCC352A/01

- Customer complaint is escalated from another staff member.
- Review action taken to resolve the complaint.
- Obtain data relevant to the complaint.

Develop plans for dealing with complaint - ICTCC352A/02

- Review options to resolve complaint with staff where appropriate.
- Identify and review relevant enterprise policy
- Seek specialist advice to meet customer needs within policy.
- Plan action to resolve the complaint.

Negotiate complaint resolution with customer - ICTCC352A/03

- Advise customer of enterprise policy and alternatives to overcoming problem.
- Negotiate course of action necessary to resolve the complaint with the customer.
- Record agreed action on appropriate systems.
- Forward details of complaint and negotiations to appropriate staff where agreement can't be reached with customer.
- Offer appropriate apologies in accordance with policy.
- Notify the relevant staff of any compensation sought by the customer.

Follow up inquiry resolution - ICTCC352A/04

- ❑ Contact customer after the event to determine satisfaction with service provided.
- ❑ Offer further information or assistance to the customer.

Analyse staff performance - ICTCC352A/05

- ❑ Assess service provided to customer.
- ❑ Identify any need for further staff training.
- ❑ Obtain feedback from staff on the cause of the incident.
- ❑ Provide mentoring and coaching to address causes of incident

Some examples of individuals that will benefit from these courses are: -

- ❑ Managers
- ❑ Supervisors
- ❑ Team leaders
- ❑ Sales and/or Customer Service Staff
- ❑ Billing and/or Credit Staff
- ❑ Administration
- ❑ Designated technical Staff

You will have better skills & knowledge and familiarise yourself more in the following areas -

- ❑ Efficient and effective interrogation of customer and system records.
- ❑ Development of plan of action in dealing with the complaint.
- ❑ Negotiation with customer to overcome problems caused.
- ❑ Development of agreements with the customer to resolve problem.
- ❑ Accurate documentation relating to all customer dealings in the event of problem non-resolution.
- ❑ Effective follow up of customer satisfaction post problem resolution.
- ❑ Projection of a professional image in representing the company.
- ❑ Listening Skills.
- ❑ Interpersonal Skills.
- ❑ Problem Solving Skills
- ❑ Conflict Resolution
- ❑ Enterprise Information Systems.
- ❑ Enterprise Customer Service Policy
- ❑ Mentoring Skills

You will have better knowledge and familiarise yourself more in relevant legislation, codes, regulations and standards which include:

- ❑ Trade Practices Act;
- ❑ Privacy Act;
- ❑ EEO and anti discrimination legislation;
- ❑ Telecommunications Act;

What Recognition will you achieve?

Where demonstrated competencies has been achieved in accordance with the endorsed Australian Quality Training Framework (AQTF) standards, a Statement of Results can be issued for those competencies successfully completed in this course. These can be combined with additional competencies achieved later, and together may build towards the issuing of qualification, at Certificate II plus. A certificate will be issued upon successful completion of this module.

How will you be assessed?

Demonstration of competencies for this qualification is achieved via formal assessment. Participants complete a work related project/activities, which incorporates the range of competencies covered for each unit.

Will you be eligible for subject exceptions?

The units can be completed through attendance at MTG training courses. You may have already attained some competencies covered in the units through previous training, work, or life experience. If you feel you can already demonstrate a competency, then you should apply for **Recognition of Current Competencies (RCC)**. An RCC application form can be found in the MTG trainee welcome kit where you can fill out and fax back to us on (03) 9854-6124 or simply visit our website on www.matrixtraininggroup.com/downloads.php In order to download this application.

What training materials and training aids will you have?

1. **Learner Guides:** - Matrix Training Group will supply each trainee with a module for each unit which contains must know information, learning activities and projects, which will keep you enthusiastically involved in the course. Upon completion of each module these activities will be handed in to the trainer, assessed then returned to trainees with relevant comments to keep you informed with your progress.
2. **Online Support:** - Your Trainer is always available through E-mail & Website support. Our website address is www.matrixtraininggroup.com
3. **Telephone Support:** - You may call your trainer during business hours for over the telephone support.