

Complaints Management / Investigation Skills

Training Course Details

About This Course

This course covers vital theory and practical techniques for all aspects of complaints management and investigating skills.

Who Should Attend?

Anybody who may be involved in handling complaints and / or in the investigation of these.

Course Objectives

To promote the importance of effective complaints handling and to enable a win-win strategy in the process. The course will also equip students with the skills needed to undertake investigations into complaints.

Course Overview

Welcome and introduction, followed by:

- Examining desirable outcomes
- Examining best practice
- Sensitive information gathering
- Reaching resolution
- The philosophy of the win-win situation
- Becoming a detective
- Prompting forgotten memory

Practical scenarios to recap key points

Assessment – written and practical

Course Details

Duration **1 day**

Certificate **Certificate of completion provided**

Course Title **Complaints Management / Investigation Skills**

Course Ref **HR011CMIS**

Additional Information

We also offer a Complaints Management Policy writing service for organisations.