## Certified Complaints Handling Excellence (CCHE) program





# Learn how to effectively manage and respond to customer complaints.

The CCHE program focuses on the why, how and what of complaint handling including understanding of best practice through the CSIA-CHF Complaint Handling Framework. Participants learn the skills required to effectively respond to complaints and are encouraged to view complaints as a positive aspect of their role.

#### **Key Learning Outcomes**

- Explain the importance of complaints handling for continuous improvement
- Understand the importance of balancing passion and process when handling customer complaints
- Describe the CSIA Complaints Handling Framework (CSIA-CHF) and associated self assessment tool.
- Understand the different stages of complaint handling and the best practice for handling each stage of a complaint.
- Respond to complainants with professionalism and confidence.
- Have the communication skills for effective complaint handling.

- Full Day Workshop
- CSIA Facilitated or Online
- Designed for: Frontline Service Staff, Complaints Handling Specialists, Service Leaders

#### **Key Topics**

- The importance of complaint handling
- The hidden costs of bad service
- Balancing passion and process
- The importance of continuous improvement
- Responding to complaints
- Communication skills for success

### **About CSIA**

Since 1997, CSIA has been recognised as the authority on customer service in Australia. Our certification, training and recognition programs support organisations and individuals to excel and deliver exceptional customer experiences.

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