

Unit two: Prepare to deliver excellent customer service (Y/506/4855)

#### Part 4 - Understanding how complaints are handled

This part will help you to evidence Learning Outcome 4: Understand how complaints are handled

Learning objective	Place in Assessment
4.1 Explain why customers may complain to or about an organisation	Question 1 Page 11
4.2 Outline the complaints handling procedure in the organisation	Question 2 Page 11
4.3 Identify ways in which complaints may be defused prior to escalation to include:  • Face to face  • Written (letter, email)  • Via the telephone	Question 3 Page 12
4.4 Outline the effects of complaints on commercial, public sector and third sector organisations	Question 4 Page 12
4.5 Explain why complaints are monitored and how the monitoring is used	Question 5 Page 13

 Explain why customers may complain to or about an organisation. Include at least two specific reasons in your answer. [4.1]

2. In relation to your own organisation (or one that you know well), outline the procedure that is followed when handling complaints. [4.2]

# <u>Vision2learn Customer Service Assessment 2 Answers</u>

SJ Ball

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