Student Workbook

Learn to Love Complaints

This workbook belongs to
Student Instructions

Welcome to your workbook!

This is to be used in conjunction with the learning material you will find in the corresponding module on Learning Planet – Learn to Love Complaints

Wherever you see the icon (on the top right hand of this page) in a LearningPlanet module, you will need to answer one of the questions in this workbook.

The key to getting the most out of these workbooks is to give full and detailed answers to the questions, it will help you realise that you understand what the question is and that you have the confidence not only in answering it in the workbook, but also handling a live situation when you come across with confidence as well.

Your workplace manager/trainer may like to see your answers once you have finished and there is a space for your manager to mark your answers and provide you with feedback too.

So, let’s see what you are made of!
Question One

What do you do when you come across an issue with a product or service as a customer?

Write your answer here...

What do you do when you have a customer contact you to complain?

My complaint handling process:

If the complaint is out of your scope, what can you do to assist the customer?

Manager/Trainer Feedback:
Question Two

What is your workplace policy for dealing with complaints?

Write your answer here...

How is the customer followed up once they have made a complaint?

Manager/Trainer Feedback:
Question Three

Describe one challenging customer experience you have had, what steps did you take to resolve it?

Describe the situation here:

Describe the steps you took to resolve it here:

How did the steps you took meet with your workplace requirements?

Write your answer here.

Manager/Trainer Feedback:
Question Four

If 50% of your upset customers DON’T complain how MANY customers is that?

Name three ways you can help to drop the rate of your customers complaining in the first place?

Manager/Trainer Feedback:
Question Five

How are complaints analysed in your workplace?

How do you feed complaint information to key stakeholders within your workplace for analysing?

Write your answer here.