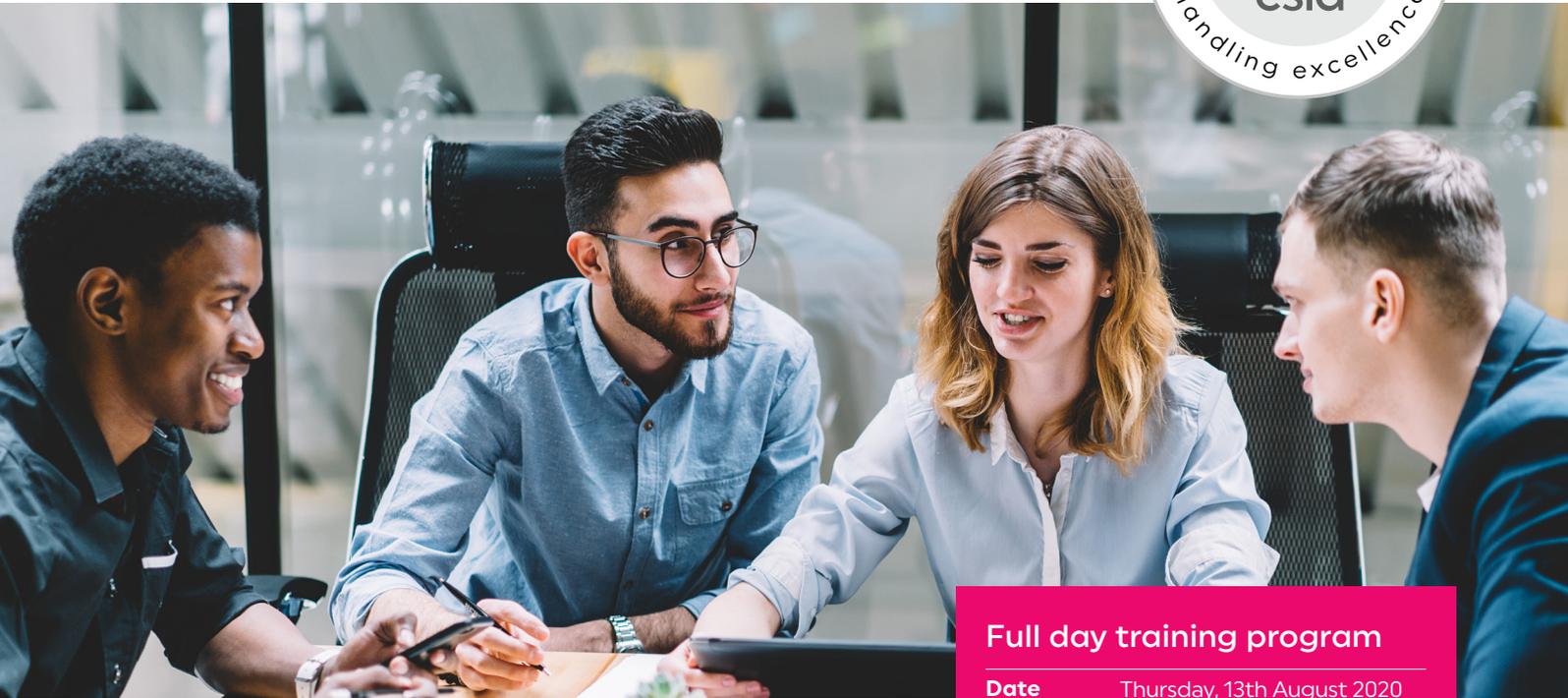


Certified Complaints Handling Excellence (CCHE) Program

Customer Service Institute of Australia



Gain the skills on how to handle customer complaints

The CCHE program focuses on understanding why complaints are so valuable, how they should be handled, and what skills are needed to turn angry customers into your best friends.

Learning Outcomes

After completion of this workshop, participants will:

- Explain the importance of complaint handling for continuous improvement.
- Explain the importance of passion and process in managing complaints.
- Describe the CSIA Complaint Handling Framework (CSIA-CHF 2015) and associated self-assessment tool.
- Describe the different stages of complaint handling and understand the best practice for handling each stage of complaint.
- Respond to complainant behaviour with professionalism and confidence.
- Have the communication skills required for effective complaint handling.

Who is this program for?

This program is designed for customer service professionals who are keen to improve their complaint handling skills with both internal and external customers.

Full day training program

Date	Thursday, 13th August 2020	
Delivery	Online Classroom	
Duration	930am - 4pm	
Group Size	12 - 15 participants	
Facilitator	Monique Richardson	
Price	CSIA Member	\$440
(inc GST)	Non-member	\$550

Key Topics

- The benefits of complaints for you and your organisation
- Understanding why customers complain
- Best practice frameworks for complaint management
- Managing challenging interactions with complaining customers

Book your place now

Online: <https://bit.ly/2WcVcvj>

Email: info@csia.com.au

Phone: 1300 912 700

Group discounts are available - please contact CSIA's team to discuss.