Complaint Templates

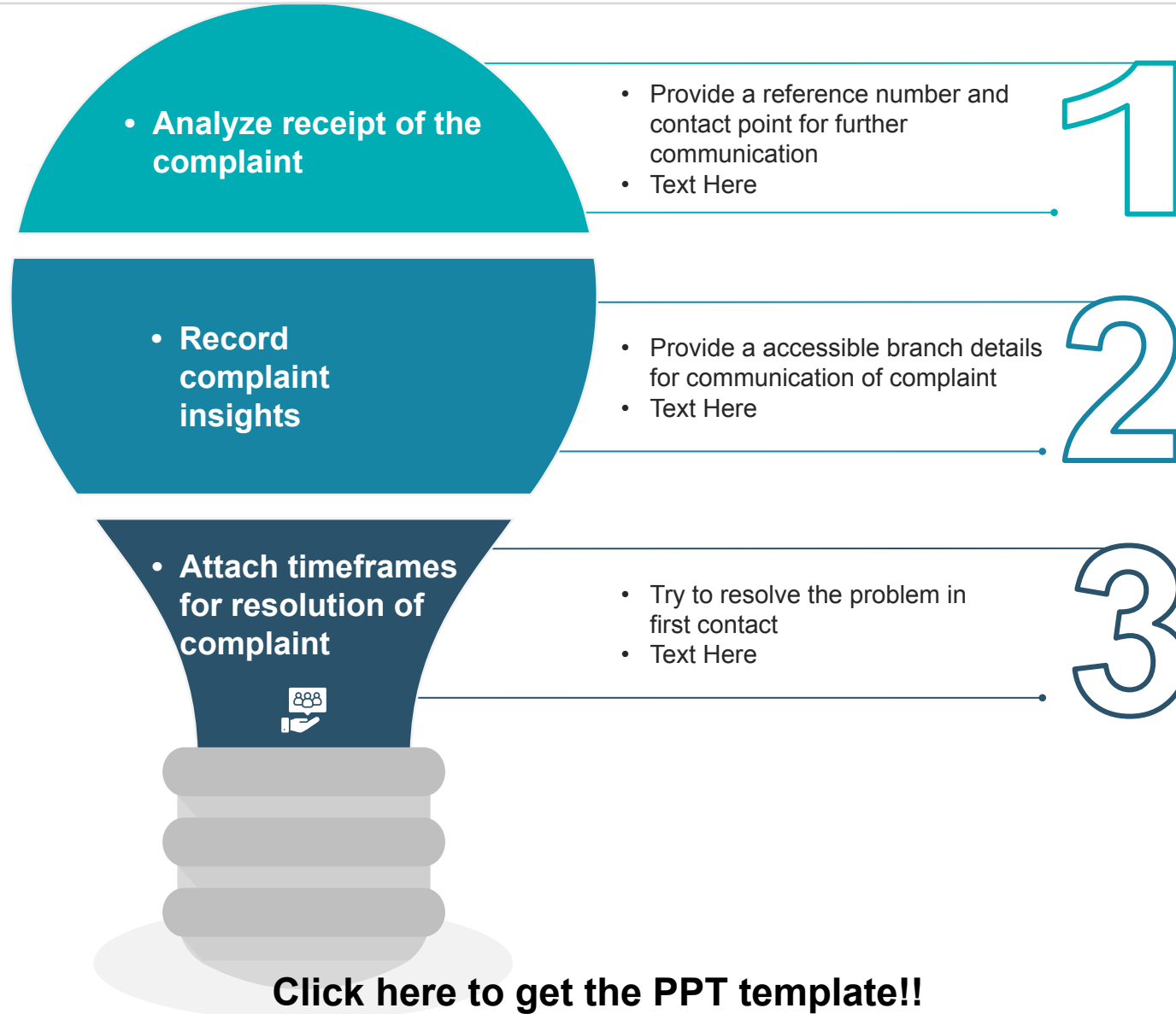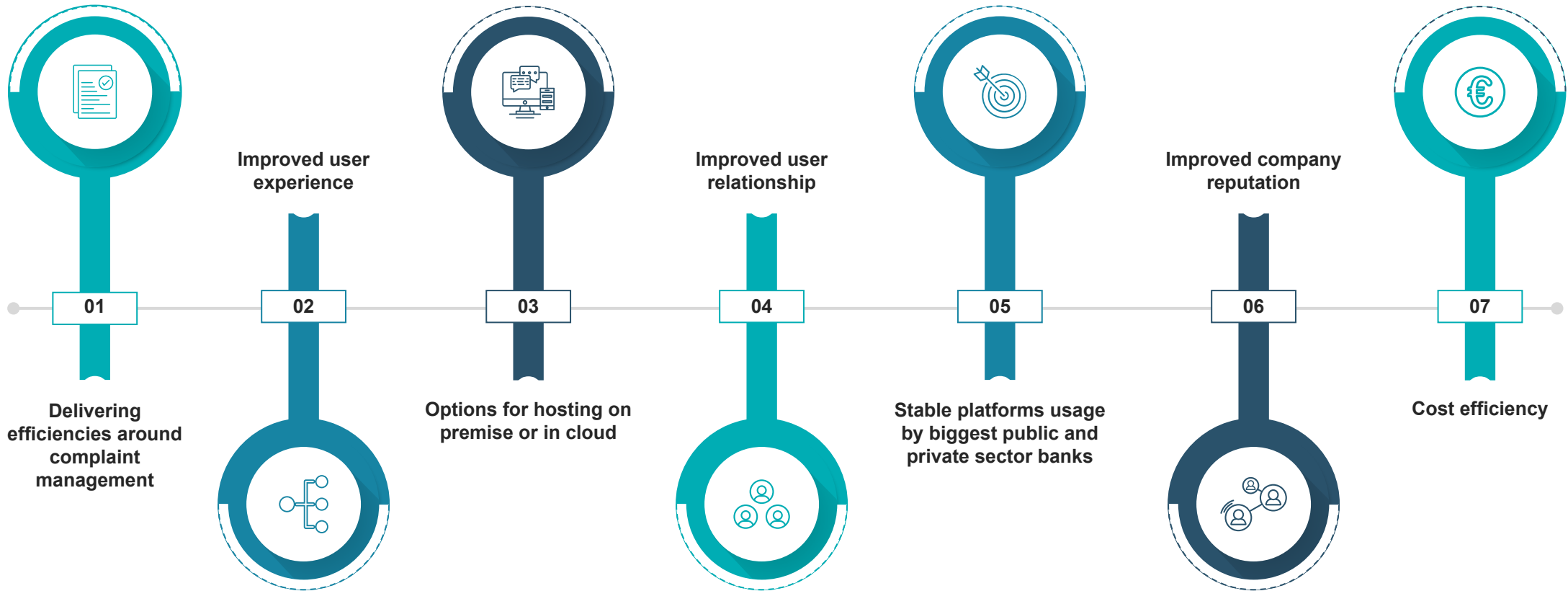**Click here to get the best PPT templates!!**

3 Steps for Customer Complaint Handling

This slide is 100% editable. Adapt it to your need and capture your audience's attention.

- **Analyze receipt of the complaint**

- **Record complaint insights**

- **Attach timeframes for resolution of complaint**

1
- Provide a reference number and contact point for further communication
- Text Here

2
- Provide a accessible branch details for communication of complaint
- Text Here

3
- Try to resolve the problem in first contact
- Text Here

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2

7 Stage Customer Complaint Handling Process

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01 — Delivering efficiencies around complaint management

02 — Improved user experience

03 — Options for hosting on premise or in cloud

04 — Improved user relationship

05 — Stable platforms usage by biggest public and private sector banks

06 — Improved company reputation

07 — Cost efficiency

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Customer Complaint Handling Maturity Model

Value

Maturity

1 2 3 4 5

01
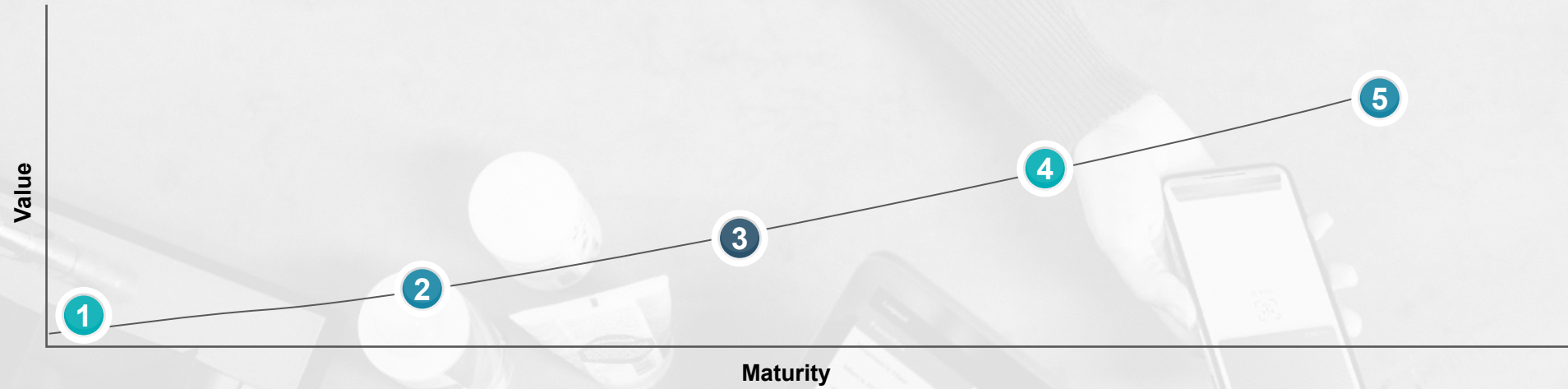
Informal
- Low level cross business coordination and inconsistent user experience
- Complaints are processed from group of ownership

02

Basic
- Basic cross trade coordination
- Complaints are collaborated in a centralized location

03

Balanced
- Summary reporting of organizations

04

Formal and structured
- Text Here
- Text Here
- Text Here

05

Optimal and intelligent
- Text Here
- Text Here
- Text Here

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4

- **Complaint management** aims to resolve customer complaints, identify areas for improvement, and create better products or services.
- No institution would prefer receiving customer service complaints, but even the best brands will occasionally receive a negative customer review.

Customer Complaint Management Process
This slide covers the process for complaint management starting from complaints, acknowledgement, investigation, resolution and redress

COMPLAINT
Customer management department manages all the complaints

ACKNOWLEDGEMENT
With in 24 hrs. from the date of complaints raised (on working days)

INVESTIGATION
Investigate and relevant sources to resolve the issue

RESOLUTION
Add text here
Add text here
Add text here

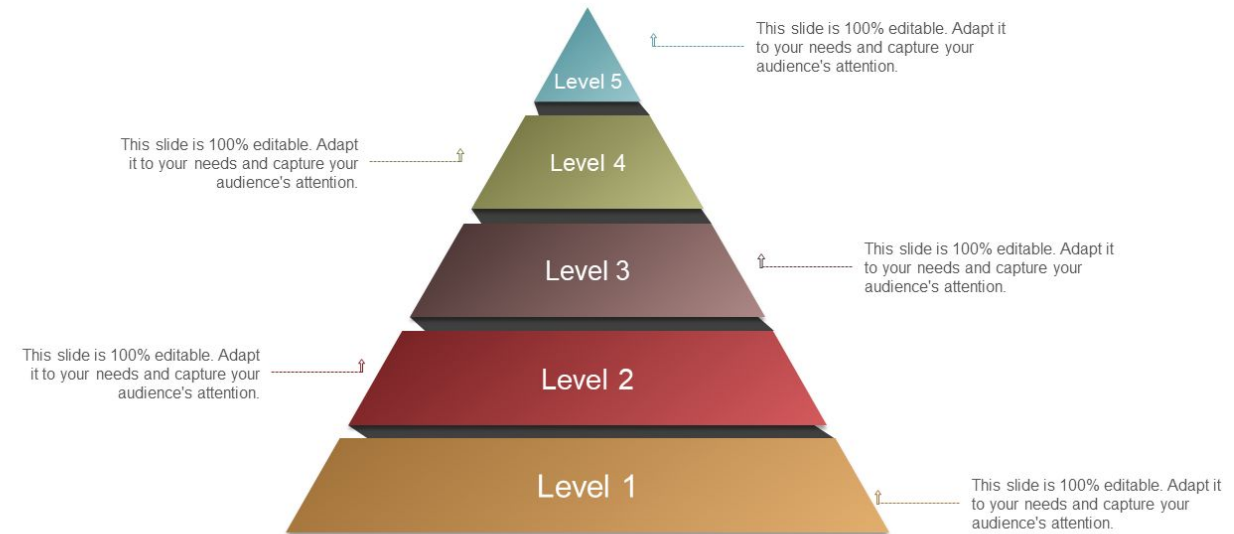**REDRESS**
Add text here
Add text here
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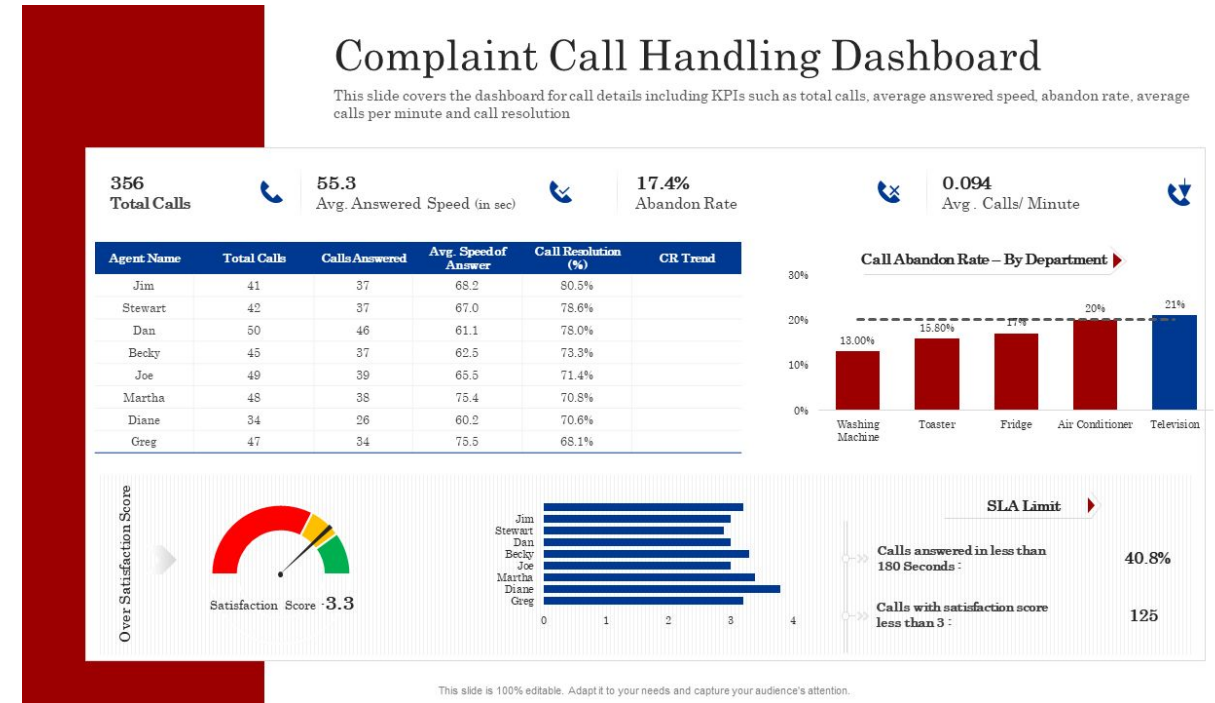**The Importance and Advantages of Customer Complaints:**

- Increased customer satisfaction.
- Product/service enhancement.
- Policy and procedure enhancements.
- Increased customer communication.
- Positive influence on brand image.

5 Level Escalation Pyramid For Resolving Complaints

Level 5

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Level 4

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Level 3

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Level 2

This slide is 100% editable. Adapt it to your needs and capture your audience's attention.

Level 1

This slide is 100% editable. Adapt it to your needs and capture your audience's attention.

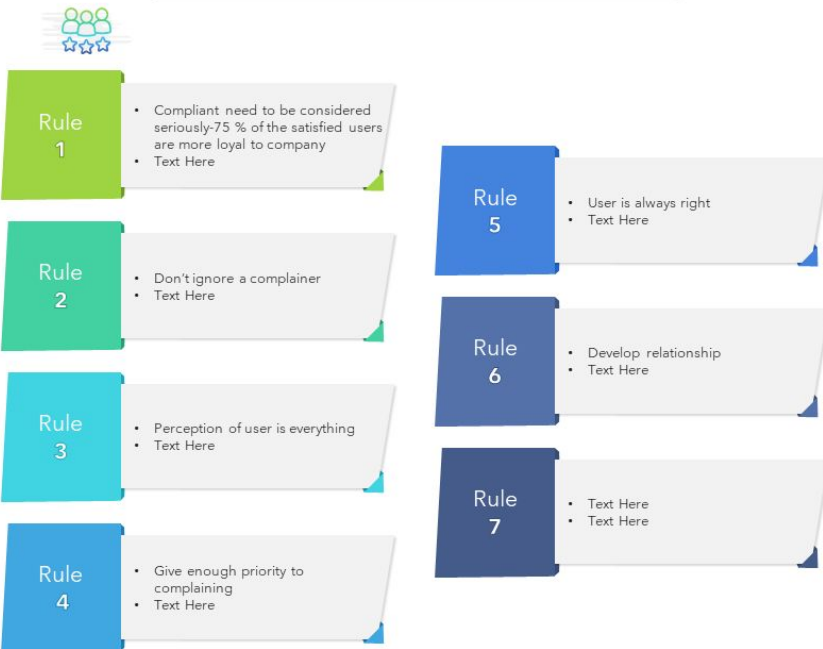**Click here to get the PPT template!!**

- **The Complaints dashboard** displays in a table the key trends in the analysed complaints.

- It also displays a bubble chart with additional information on the trends.

- Each bubble in the trend table corresponds to a single trend.

- The size of the bubble is proportional to the number of complaints that contributed to the trend.

Complaint Call Handling Dashboard

This slide covers the dashboard for call details including KPIs such as total calls, average answered speed, abandon rate, average calls per minute and call resolution

| 356 Total Calls | | 55.3 Avg. Answered Speed (in sec) | | 17.4% Abandon Rate | | 0.094 Avg. Calls/ Minute | |

Agent Name	Total Calls	Calls Answered	Avg. Speed of Answer	Call Resolution (%)	CR Trend
Jim	41	37	68.2	80.5%	
Stewart	42	37	67.0	78.6%	
Dan	50	46	61.1	78.0%	
Becky	45	37	62.5	73.3%	
Joe	49	39	65.5	71.4%	
Martha	48	38	75.4	70.8%	
Diane	34	26	60.2	70.6%	
Greg	47	34	75.5	68.1%	

Call Abandon Rate – By Department ▶

Washing Machine 13.00% · Toaster 15.80% · Fridge 17% · Air Conditioner 20% · Television 21%

Over Satisfaction Score

Satisfaction Score 3.3

SLA Limit ▶

Calls answered in less than 180 Seconds : 40.8%

Calls with satisfaction score less than 3 : 125

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- Pay particular attention to the individual who is upset.
- Allow your customer a few minutes to vent if necessary.
- Demonstrate empathy for your customer's concerns.
- Thank your customer for making a complaint.
- Please accept my heartfelt apologies, even if you are not the source of the problem.
- Gather the facts.
- Provide a solution.

7 Rules of Customer Complaint Handling
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Rule 1
- Compliant need to be considered seriously-75 % of the satisfied users are more loyal to company
- Text Here

Rule 2
- Don't ignore a complainer
- Text Here

Rule 3
- Perception of user is everything
- Text Here

Rule 4
- Give enough priority to complaining
- Text Here

Rule 5
- User is always right
- Text Here

Rule 6
- Develop relationship
- Text Here

Rule 7
- Text Here
- Text Here

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FAQs

How do you handle customer complaints effectively?

➔ Listen and comprehend.

➔ Notify your team.

➔ Apologize.

➔ Find a workable solution.

➔ Keep track of feedback.

➔ Following up.

➔ outperform expectations

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What are the procedures for handling complaints?

- Express Sincere Apology And Thank You.

- First, inquire, and then listen.

- Inquire about the outcome they anticipate as a result of their complaint.

- Confirm that your proposed solution will meet their needs.

- Accept Responsibility For Resolving The Issue.

- Respond to the Customer

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What information should be displayed on a customer dashboard?

- A customer dashboard is a graphical representation of any data that influences the customer experience, loyalty, or retention.

- You can connect various data sources to a customer dashboard to view key insights on critical metrics, KPIs, and trends in easily digestible formats such as charts or graphs.

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