

# CUSTOMER COMPLAINTS STAFF PROCEDURES TO FOLLOW



MTA TOOLBOX

1. *Hear the customer out*
2. *Empathise with the customer's situation*
3. *Advise what you will do to rectify the situation: never make a promise that you can't keep!*
4. *Confirm the customer is happy with the solution*
5. *Follow through with what you have agreed*
6. *Contact the customer to ensure their satisfaction.*
7. *Make sure all the details are documented and the appropriate people are made aware of the complaint.*
8. *Analyse why the complaint occurred, don't look for blame but look at how you can improve your services and products to ensure you don't encounter a repeat or similar complaint.*