By using web pages to communicate my message rather than a word document, I offer the reader an easier way of navigating my work, by supplying links to different pages, which portray information concerning alternative themes of the overall message.

In the navigation bar there are four buttons that guide the reader to different pages, there is the title of the page in the header bar, in the main content area, the reader can find different links to topics and themes, which give the reader different aspects of the page theme.

world

local

Uk

Home

* Complaints are an important way for organisations to be accountable to the public, and has the BBC is totally funded by the taxpayer, the BBC should be accountable to the public and compliant in maintaining good relations and providing a good service.

Advertisement

**Preparing for Negotiations in Resolving Customer Complaints**

* Outline the objectives and scope of customer complaint negotiations.
* Evaluate the use of different negotiation strategies in resolving customer complaints.
* Explain how to prepare for negotiations in resolving customer complaints.

**Footer**

content

**Navigation**

**News Today**

**News Today**

Uk

content

**Navigation**

**Footer**

**News Today**

world

content

**Navigation**

At a deeper level, a wireframe is also very useful in determining how the user interacts with the interface. For example, wireframes can contain various states of button or menu behaviors.

**Footer**

**News Today**

**Navigation**

content

local

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**Footer**