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* 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.

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**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.

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