

Customer Complaint Handling

Active

Uncategorized



8 steps



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How to receive, document, and resolve a customer complaint so they leave satisfied.

#customer-service

#complaints

Steps

- 1 Listen to the customer without interrupting — let them explain the full issue
- 2 Acknowledge the problem and apologize for the inconvenience
- 3 Ask clarifying questions to understand what happened and what they expect
- 4 Document the complaint — customer name, date, issue details, and desired outcome
- 5 Offer a resolution (fix, redo, refund, or credit) within your authority level
- 6 If you can't resolve it, escalate to your supervisor immediately with full context
- 7 Follow up with the customer within 24 hours to confirm they're satisfied
- 8 Log the resolution and any changes needed to prevent the same issue

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