Identifying and handling complaints

<h2>GUIDE.SUMMARY What This article addresses eBays complaints management process and related aspects of eBays regulatory compliance obligations. As this process supports our regulatory obligations, it is imperative that the processes and requirements outlined in this article are strictly adhered to. Following the defined process contained within will ensure that complaints are appropriately identified and handled. In this guide, you'll find: <table border="1" cellpadding="2" cellspacing="0"> <tbody> <tr bgcolor="c2dfff"> <td>Sections</td> <td>Topics </td> </tr> <tr> <td colspan="1" rowspan="3" valign="top">1.0 Complaint definitions</td> <td valign="top">Complaint definition</td> </tr> <tr> <td valign="top">General vs. High priority</td> </tr> <tr> <td valign="top">Complaint categories</td> </tr> <tr> <td rowspan="3" valign="top">2.0 Recognizing and investigating complaints</td> <td valign="top">Recognizing a complaint</td> </tr> <tr> <td valign="top">Is the complaint about eBay?</td> </tr> <tr> <td valign="top"><a href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1717&ViewLocale=

en_US#recinv_FAQs">FAQ's</td> </tr> <tr> <td rowspan="5" valign="top">3.0 Documenting and resolving complaints</td> <td valign="top">Flagging a complaint</td> </tr> <tr> <td valign="top">Using the complaint form</td> </tr> <tr> <td valign="top">Editing the complaint form</td> </tr> <tr> <td valign="top">Resolving a complaint</td> </tr> <tr> <td valign="top">FAQ's</td> </tr> <tr> <td valign="top">4.0 Transfers and escalations</td> <td valign="top">FAQ's</td> </tr> <tr> <td valign="top">5.0 Alternative processes</td> <td valign="top">Alternative Processes</td> </tr> <tr> <td rowspan="2" valign="top">6.0 Examples</td> <td valign="top">Complaint assessment</td> </tr> <tr> <td valign="top"><a

href="https://cskb.qa.ebay.com/cskbapp/art?page_content&id=GUIDE1717&ViewLocale=en_US#DI_examples_forms">Completed complaint forms</td> </tr> <tr> <td rowspan="2" valign="top">7.0 Workflows</td> <td valign="top">When to file a complaint</td> </tr> <tr> <td valign="top">When to edit the complaint form</td> </tr> </tbody> </table> Who This guide applies to all front office teammates interacting with customers through supported channels. Why Why is it important to follow this process? It's important to identify when a customer is dissatisfied with eBay (has a complaint), not only to improve our customer support and business operations, but also because eBay has legal and regulatory requirements to identify, resolve, and address underlying causes of complaints. When we can recognize instances where a customer is not satisfied with eBay, we are able to provide better resolution to our customers, either directly or indirectly. Failure to identify, handle, and document complaints properly can expose eBay to legal, regulatory, reputational, operational, and customer experience risk. Other risks to eBay for non-compliance with the requirements of this guide can also include: <ul> Lower resolution and negative impacts to CSAT scores Difficulty retaining our existing customers Inability to identify systemic issues affecting our customers </h2>