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Jetson's Baths – Refund and exchange policy

Change of mind

If you are not fully satisfied with your new Jetson's product, simply return it to the store where it was purchased, along with your receipt, within 14 days.

We will happily provide an exchange or refund, providing the product is in new condition. This means that the packaging has not been damaged and the product has not been used or damaged.

When providing a refund:

- If the product was purchased by cash, we will provide a cash refund.
- If the product was purchased on a credit or EFTPOS card, we will credit the account with the refunded amount.

Please note that we are unable to offer 'change of mind' returns on custom-made items, such as monogrammed bath robes.

We do not cover the cost of return postage for 'change of mind' returns.

Faulty products

We will arrange a repair, refund or replacement for faulty or incorrect items in accordance with Australian Consumer Law.

We will reimburse the cost of return postage for faulty items and incorrect deliveries.

Thank you for reading these conditions and for your understanding. We hope to provide the best possible service to you, so please let us know if you have any questions or concerns.

Complaints from external customers

External customers are people from outside an organisation who interact with it, whether this is regularly, occasionally or even just once. They include clients who purchase products or services, suppliers who provide specific products or services, consultants, contractors and people from other businesses or agencies.

Complaints received from external customers may range from minor dissatisfaction with a service ('I had to wait two hours for my sofa to be delivered') to a major complaint regarding the organisation that could have serious consequences ('I'm going to sue your company for selling me that children's swing – it's dangerous and its poor quality shows your blatant disregard for my child's safety').

External complaints commonly relate to:

- incorrect advertising
- inaccurate information
- rude employees
- faulty products
- inadequate service.



Be clear about the following areas of responsibility.

Complaints you are responsible for

Be familiar with the types of complaints you are responsible for handling. For example, you may be responsible for correcting administrative errors, following up delivery mistakes, replacing damaged goods, or preparing and sending acknowledgment letters.

Complaints you are not responsible for

Know the type of complaints that need an expert or someone more senior in the organisation to resolve. Examples are serious complaints relating to discrimination, safety or privacy and complaints relating to a specific product.

Also know who to refer a complaint to if it is outside your area of responsibility or is a serious matter; for example, you may need to refer a complaint to a manager, a colleague with expertise in the area or a manufacturer.

Deal with a complaint

Understand what procedures have to be followed. Use specific communication strategies such as active listening, empathising and asking follow-up questions to clarify the situation. There may be formal procedures to follow, such as completing a complaint record.

Many of the complaints received will relate to the organisation's products and services. The more staff know about these, the easier it will be for them to provide explanations to customers and to follow up complaints.



Legislative and organisational requirements

All interactions with customers must be conducted in accordance with legislative requirements and company policies on maintaining privacy, not being discriminatory and complying with consumer and trade practices Acts. An organisation's compliance-related policies and procedures should be developed in accordance with relevant Acts. Complaints relating to breaches of these Acts may result in legal action.

Even though staff members don't need to memorise all the Acts, they must understand the essence of the legislation and how it may relate to the complaints they receive.

Consumer rights

Australian Consumer Law

Australian Consumer Law is the overall name for the various state and territory laws that protect consumers.

When processing customer complaints, you must follow the rules set out in legislation about when customers are entitled to a refund, repair, exchange or compensation.

You must also make sure not to mislead customers.

Codes of practice

Depending on the industry sector you work in, you may also be required to follow specific standards or codes of practice when dealing with customer complaints. For example, there are codes of practice that relate to complaints about advertising, insurance, lotteries and service delivery by government departments.

These codes are voluntary (not required by law) so you need to know which codes or standards your organisation has made a commitment to comply with.

Work health and safety (WHS)

Work Health and Safety Act 2011 (Cth)

This Act exists to make sure that all employees and others are safe at work. Employers and employees have a responsibility to keep the workplace safe. This means following safe work procedures, and reporting and removing risks and hazards.

The law also protects people's psychological safety by making bullying and harassment illegal and recognising that stress is a WHS issue.

Process customer complaints

Different types of complaints warrant different formalities and procedures. A complaint about a faulty product could be handled by the customer service manager and/or the quality control officer. A complaint about a workplace hazard could be handled by the WHS officer and the property manager.

Processing complaints is about the actions taken towards resolving a problem. Efficient and successful handling of complaints is a very important aspect of quality customer service.

Here is information about the customer complaints process.

Customer complaints process

- Identify the nature of the complaint.
- Document the complaint.
- Investigate the complaint.
- Negotiate a solution.
- Follow up with the customer.

Be polite

Always be polite when handling a customer complaint. If you lose your temper or behave rudely, you will inflame the situation and make the customer angrier. Part of being polite and courteous is the ability to remain calm, regardless of how the customer behaves. Don't let difficult customers upset you.

Your customers come from a diverse range of social, cultural and ethnic backgrounds. They may have physical or mental disabilities or be unwell. They may be drug affected or emotionally distressed. These factors may affect the way they behave, speak or negotiate.

Treat all customers with respect and tolerance. If you are friendly and courteous to the customer, this helps build rapport and trust, which will be an advantage when processing their complaint.

Customers find it more difficult to yell at a friendly customer service person than a person who is abrupt, rude or unsympathetic.

Be calm

Don't become defensive when you receive a complaint and don't take the matter personally. It is human nature to want to make excuses or blame someone else when faced with someone complaining. But be objective, stay calm and put yourself in the customer's shoes. They are angry at something that has happened, not at you. Your job is to fix the problem for them, not to lay the blame.

Responsibility for the problem will be established later, when the complaint is analysed internally.

Communicate appropriately

You can communicate with customers in a range of ways. Choose the most efficient way to handle a complaint according to the nature of the complaint and the customer you're dealing with.

The following describes communication methods and examples of when they could be used.

**Telephone**

If the customer is from interstate or they need to know something urgently, a telephone call may be appropriate.

Use active listening skills. This kind of listening requires you to concentrate on what the person is saying. For example, you can repeat things back to the customer to check you have heard correctly. You can also ask questions to clarify what has happened and why they are upset. Give the customer the opportunity to confirm their request.

Let the customer know you are listening in these ways. If you are face to face with them, they will know you are listening by the way you nod or smile. Make sure you use eye contact.

Don't interrupt the customer or complete their sentences for them. This is rude and can also cause you to miss some of what they are saying.

Remember to take notes when a customer is explaining the details of their complaint to you. Your notes will help you remember the important points of the complaint and will serve as a record of the conversation.



Consider your customers

When dealing with customer complaints, be aware of the person's age, sex, religion, culture and experience. Use language that is suitable, based on what you see and hear. Ask the person how they prefer to be addressed (John, Mr Smith). Talk with people in ways that are best for them.

If you are going to have an extended interaction with someone – such as dealing with a complaint relating to complex or personal matters – you may need specialist help to facilitate communication.

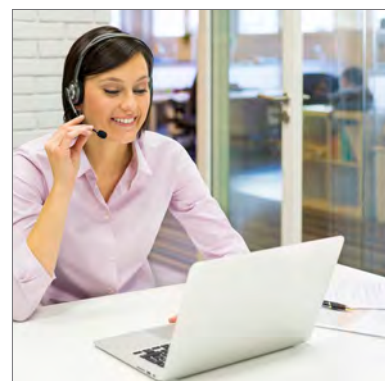
Be mindful of cultural factors such as the following:

- Some types of nonverbal communication (body language), like looking someone in the eye, are seen as positive in some cultures, negative in others.
- There may be a protocol about who you should communicate with; for example, in some cultures you need to deal with the senior male family member.
- A person may not speak English well enough to discuss legal, medical or financial matters, even if they appear to be fluent in general conversation.

Speak clearly and avoid jargon

Always speak clearly and in a pleasant tone to customers. When you are talking to a customer, the way you speak sets the tone of the conversation. This is particularly true of telephone conversations. You should sound concerned, informed, empathetic, patient and pleasant. A bored-sounding customer service officer can be infuriating to an already angry customer.

Focus on the conversation and make sure you are speaking clearly and at a volume and speed that the customer can comprehend. If you have a naturally quiet voice or feel shy about talking to people, you need to practise your verbal communication skills. Ask a confident friend or colleague to coach you.



If you have an open stance and a friendly, concerned look on your face, this will help the customer feel their complaint is being taken seriously. Try not to fold your arms, as this can look confrontational.

You can read how the customer is feeling by their body language too. If they are punching the desk, going red in the face or pointing a finger at you, you know they are furious. If the customer is calm and still, they are probably going to be easier to deal with. Look out for these signs and try to gauge how the customer is feeling from their body language.

Review your performance

Part of your responsibility at this level is to manage your own performance by regularly monitoring and evaluating it. How well are you following organisational policies and procedures, communicating with customers and processing complaints?

It is your job to keep up to date with changes and feedback. For example:

- Complaints procedures may change.
- New products and services may be introduced.
- New legislation relating to consumer protection may be introduced.
- Customer feedback may indicate there is dissatisfaction with the way you have handled and resolved a complaint.

You should seek out learning opportunities to improve your performance.

Review your performance on a regular basis:

- Analyse a situation that you handled successfully – what techniques did you use and how could you generalise this experience?
- Check your knowledge of legislation, the organisation's products and services, and organisational procedures.
- Review your written and verbal communication – do you need to improve your grammar and spelling, or could your telephone manner be clearer?
- Ask a colleague or your supervisor to comment on your performance.
- Check the feedback forms filled in by customers you have dealt with.
- Discuss your work at a formal performance appraisal session with your manager.

Seek learning opportunities

Part of managing your performance is taking responsibility for seeking learning opportunities whenever you can. For example, if you have identified that your listening skills could be improved, think of ways to seek help or advice in this area.

Here is more about learning opportunities.

Learning opportunities

- Asking to be coached
- Arranging to have a mentor
- Asking questions at team meetings
- Observing an experienced person interacting with customers
- Reading business journals, books and blogs
- Applying for a course that relates to a training need

... continued

	I've got your order in front of me now, Mrs King. The mix-up seems to be that on the order form you faxed us, the box for general garden maintenance was ticked. This includes weeding and pruning. How would you like us to deal with this?
Mrs King:	Oh dear, I must have ticked the wrong box. Well, I guess next time I just want the lawns mowed.
Becky:	Certainly, Mrs King. I will change the records and let Janelle, the gardener, know. Is there anything else I can do for you today?
Mrs King:	That's all, thank you.

Practice task 1

Read the scenario, then answer the questions that follow.

Scenario

You work as a receptionist in a marketing agency. An unhappy client phones to say they are waiting on a statistics report that is well overdue. You contact the account manager for that client, Rika, and refer the matter to her. You provide her with all the details of the complaint.

Rika then goes to Geoff, who is in charge of preparing the statistics report. He works part time, so she can't speak to him until the next morning.

Geoff says he is waiting on information from the research department in order to compile the report. He calls the research department in London, a different time zone, and leaves a message to ask when the information will be sent.

Meanwhile, the client has been waiting 24 hours since the initial contact. He phones you again and asks why no-one has got back to him.

1. What has gone wrong in this situation?

continued ...

Some organisations have separate forms for different complaints; for example, an organisation may have one form for customer service complaints and another form for complaints relating to products and services. Other organisations have the one form for all types of complaints. Some organisations may require you to document the complaints yourself, using your own form or system.

Supporting evidence

All documentation relating to a complaint must be collected, stored and made easily accessible. If there is confidential material, you may need to store this in a locked cabinet or password-protected database. Because much of the supporting evidence may not be computer based, you should probably prepare a manila folder to store the information.

Documentation should be backed up – electronic files should be copied to a back-up server and paper files should be copied and held at a separate location.

What the folder may contain
<ul style="list-style-type: none">• Completed feedback form• Internal reports• Correspondence – notes, letters, emails, faxes• Photographs• Affidavits, statutory declarations and witness statements• Medical reports• Audio or video recordings of telephone calls or meetings• Delivery slips, invoices, receipts, contracts

Reports

You may be required to write a report about the complaint. Your manager may require a full report if the customer decides to take legal action. If a customer telephones your supervisor to ask what has been done about their complaint, your report will be evidence of the action you have taken. Therefore, your supervisor will want a comprehensive report that includes the form you initially filled in.

Use your written communication skills to present the information in an honest, straightforward, unbiased way. Remember to use plain English. You may need to attach supporting documentation to your report.

A complaint report may contain:

- A summary of the complaint
- The measures taken to solve the problem
- Who was involved
- The outcome of the complaint



Faulty items

- If the item was faulty or damaged when the customer purchased or received it, they are entitled to a repair, refund, exchange, replacement or compensation under Australian Consumer Law.
- If you are not authorised to handle returns, ask your supervisor or manager to deal with the complaint.
- You may need to organise pick-up of the faulty item and delivery of a replacement.
- Log the matter according to your organisation's returns procedure.



Refunds and credit

- Australian Consumer Law does not require organisations to give a refund or exchange for 'change of mind', but some organisations offer this as part of their customer service strategy.
- You need to check your organisation's policies to ascertain whether a refund or credit is allowed. It is always a good idea to check with a manager before providing a refund or credit.
- Log the matter according to your organisation's returns procedure.

Practice task 3

Read the case study, then answer the questions that follow.

Case study

Sanji works in a garage. Mr Lando, a customer, comes in with a serious complaint. Mr Lando is angry because Sanji's boss told him last week that the brakes on his car were fixed and safe. But Mr Lando says that when he was driving home, the brakes were not working properly and this caused him to rear-end another car. No-one was hurt, but both cars were damaged. Mr Lando tells Sanji that he blames the garage for the accident.

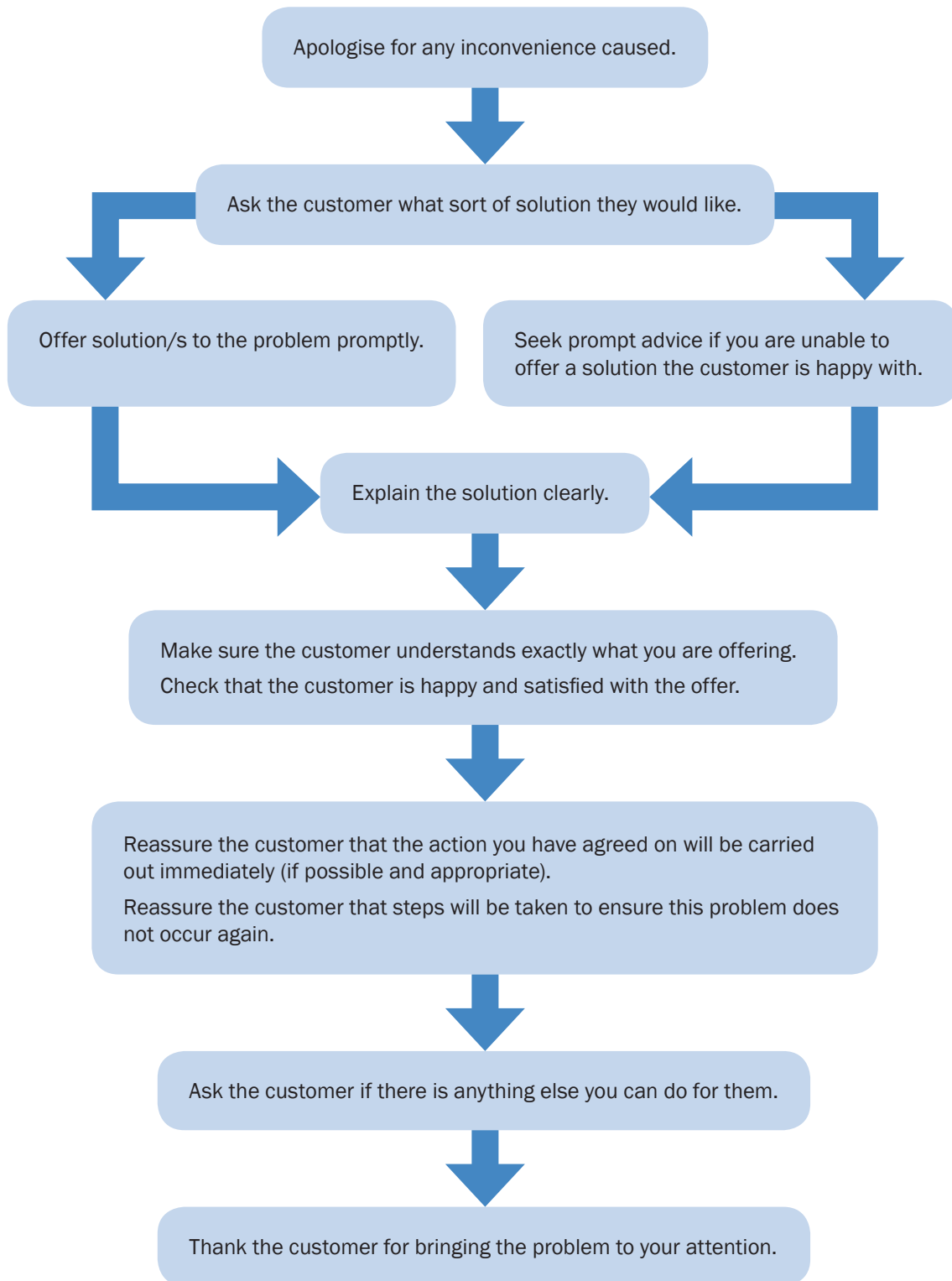
Sanji feels that if he apologises to Mr Lando, he will get into trouble for admitting fault before there has been an investigation. Sanji knows that this complaint is too serious for him to handle. He listens carefully and writes down Mr Lando's details and the complaint details. He tells Mr Lando he will ask the boss to contact him as soon as possible.

After Mr Lando leaves, Sanji makes a paper file for his boss. In it he places Mr Lando's details, the details of the complaint and a print-out of the history of Mr Lando's car repairs. Then Sanji rings his boss and tells him to come to the garage straight away.

continued ...

Steps to resolve customer complaints

The following flow chart illustrates the steps you should take when negotiating and resolving customer complaints.



1E

Maintain a register of customer complaints

It is a good idea to maintain a register of customer complaints because they contain valuable and important information for the organisation, including the following:

The complaint

A record detailing a complaint and the steps taken to process the complaint provides a reference allowing anyone in your organisation to see what happened. Your manager may want to read your documented complaint to learn what happened and how you dealt with the situation. A colleague may receive the same complaint you received and wish to refer to your documents to find out how you dealt with it.

Proof

You may be required to prove that you took action following a customer complaint. For example, a customer may say nothing was done after they made a complaint to you. If you have a record stating the actions taken following the complaint and the date the actions were taken, it is easier to prove your competence as a customer service officer. You may also need a record of the customer's details for future reference.

Some disputes involve a lot of discussion, correspondence and supporting evidence such as invoices and copies of policies that must be filed with the original complaint form. Such documents need to be provided if the complaint is serious and is referred to an external organisation such as the police, an ombudsman, a lawyer or a consumer affairs organisation.

Learning

Complaints provide an opportunity to improve an organisation's service. Reviewing complaints is something you, your colleagues and your manager can do to ensure that situations leading to complaints are not repeated. Reviewing complaints is also an opportunity to rectify any outstanding problems.

The organisation may track the nature of complaints over a period of time to learn how, when and why they occur. The register of complaint documents should be regularly maintained. This allows for ongoing review.

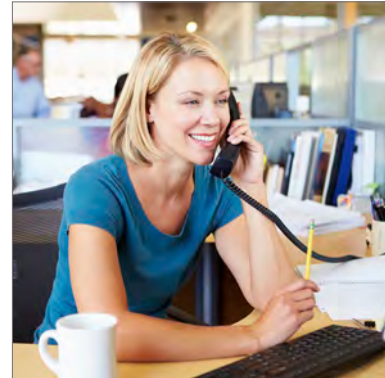
If you deal with a complaint by putting 'a patch' on the problem, the same complaint may keep occurring. For example, if a customer complains that a salesperson was rude and you give the customer a complimentary product to apologise, this solves the immediate problem of the angry customer; however, if the salesperson concerned is not spoken to, these complaints may continue.

1F

Communicate with customers about complaint outcomes

Always let customers know about the outcome of an investigation into their complaint. If the customer has no idea what you have done or are doing about their complaint, they are likely to become angrier or more frustrated and make further complaints.

Some complaints may be particularly complex and the investigation process may be long. By the time you come to the end of it, you may forget to tell the customer. You need to tell them briefly what was involved in the investigation process, the outcome of the complaint and the justification behind the outcome.



Practice task 6

Read the case study, then answer the questions that follow.

Case study

Claire works in a travel agency. She deals with many clients every day and every client has specific requirements that she needs to meet.

Claire is organising a holiday for Miss O'Neill, who has a habit of making last-minute bookings. However, because she is a good customer, Claire always goes the extra mile to help her. Miss O'Neill wants to fly to Cairns on 3 July, arrive mid-morning, then travel by bus to Port Douglas and stay at a resort for five nights. Miss O'Neill has a wedding to attend on 4 July in Port Douglas, so she wants to get there the day before to settle in.

Claire then checks the flights and finds that the only available flight that will get Miss O'Neill to Port Douglas on 3 July has her landing in Cairns at 10.00 pm. She books this flight anyway. She also books airport transfers and accommodation.

Claire then faxes Miss O'Neill an itinerary, but forgets to explain the situation with the flights. Miss O'Neill rings the travel agency in a very bad mood.

'I told you I wanted to arrive mid-morning on 3 July!' she yells at Claire.

Claire explains that there was nothing else available. She tells Miss O'Neill that she will let her know if a seat becomes available on any other flights. Claire calls around for any cancellations. On her third try, she finds a seat on a flight arriving in Cairns at 10.00 am on 3 July. 'Perfect!' she thinks.

Claire cancels the original flight booked for Miss O'Neill. She has found a flight that arrives mid-morning and she has booked a lovely resort for Miss O'Neill. She feels proud of herself.

At the end of the day on 3 July, Claire gets a call from Miss O'Neill, who is at the airport. She is furious. She thinks she is booked on a 6.00 pm flight to Cairns, but the airline has no record of her booking. Claire realises her terrible mistake in not letting Miss O'Neill know about the change of flight.

continued ...

Communication skill	Strategy

Part B

Read the two scenarios, then complete the tasks that follow.

Scenario 1

Your manager complains to you that a report he asked you to complete is overdue. He is due to present this report to an important client at an interstate meeting in three days and would like time to review and edit the report before the meeting.

You tell your manager that you have completed your section, but the report needs some research results that you are waiting on from the sales department. A week has gone by and they have not supplied you with the data, even though you have telephoned and emailed the responsible person three times.

Your manager reminds you that you must always inform him if any difficulties arise that may cause you to miss a deadline.

Scenario 2

A customer has been told that some car seat covers sold by your company are ideal for station wagons. Later, he phones your organisation and says, 'I was given incorrect advice that has cost me a lot of time and inconvenience'.

The customer says that the sales assistant who served him did not tell him that the seat covers would only fit certain models. The seat covers he purchased do not fit his station wagon.

The seat covers in your shop are clearly labelled – with shelving signs and on the packaging – stating which models they fit.

For each scenario, describe in one page how you would handle this complaint from start to finish. Make sure to cover:

- the communication strategies, including the communication medium, you would use
- the policies or legislation you would have to comply with
- the documents you would gather and prepare as part of the complaints-resolution process
- how you would negotiate with the other person to resolve the situation and ensure they were satisfied with the outcome
- how they would be informed of the outcome
- how the complaint-handling process could be improved.

2A

Identify complaints to be referred

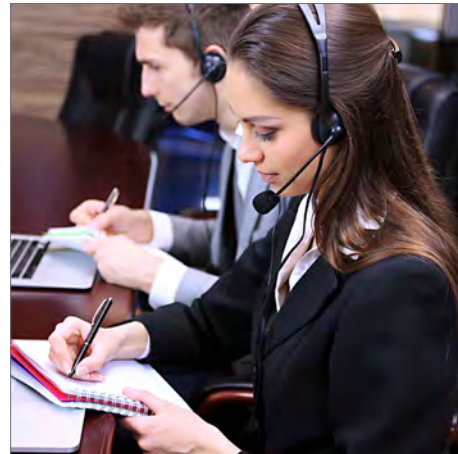
To decide on the appropriate person to handle a complaint, you need to work out the nature of the complaint and determine its seriousness. Think about the issues the complaint raises. Are they issues you know how to handle? Are they issues you are allowed to handle?

Also refer to your organisation's policies and procedures when deciding who should handle complaints.

Refer complaints to others

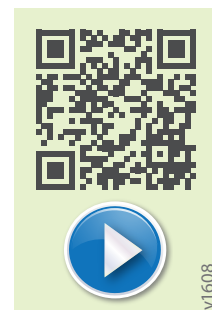
Different people are authorised to handle different complaints. These include WHS officers, specialist workers, managers, police, ombudsmen, state and territory consumer affairs bodies, and the Australian Competition and Consumer Commission (ACCC).

If the complaint is straightforward and you are authorised to handle it, you do not need to refer the complaint. However, if the issue is a matter you are unauthorised to handle or you do not have the knowledge or expertise needed, refer it to someone more appropriate. For example, if a customer complains that they are having trouble using a product because the instructions are not clear, you could refer them to a specialist who knows the product well.



When a complaint involves an allegation of legal infringement, such as sexual harassment or some form of discrimination, an external body such as the police or the Australian Human Rights Commission may become involved.

For a serious complaint, check your organisation's procedures so you know who to refer the matter to. You may need to refer the matter to a senior manager. You may need to make an appointment with them, prepare a written summary and gather all the existing information (such as complaint letters and other documents) for them. Your manager may give you instructions as to how to proceed.



2D Follow up complaints

After you refer a complaint to someone else, this does not mean the complaint is out of your hands. You still have a responsibility to ensure the complaint is processed and a solution is negotiated and communicated with the customer.

If you refer a complaint to another employee by email, speak to that employee to confirm whether they received the email. After an appropriate length of time, ask them whether a solution has been negotiated. Prompt decisions must be made to process the complaint quickly and effectively. You or the employee must then inform the customer of the outcome of the complaint.

Many organisations make a point of contacting the customer at a set time (for example, two weeks) after the complaint to check that they are happy with the outcome and ask whether there is anything else that can be done. Some organisations ask the customer to fill out a questionnaire to ascertain whether or not they were happy with the customer service and the way the complaint was handled.

After referring complaints, make sure:

- the action you recommended has been (or is in the process of being) carried out
- the client knows what is happening
- the client is happy with the process and the outcome.

Example: customer complaints questionnaire

Following is an example of a questionnaire that can be used by organisations to work out whether they have successfully processed a complaint to the customer's satisfaction. This form is sent to the customer after the complaint has been sorted out.

Customer complaint questionnaire			
Dear			
We value your custom and thank you for bringing the following matter to our attention:			
Your response to the following questions will help us improve our service to you.			
	Yes	No	Somewhat
Was your complaint dealt with professionally and courteously?			
Was the reason for the problem explained clearly to you?			
Was the complaint dealt with promptly?			
Were you kept informed while the complaint was being processed?			
Are you satisfied with the outcome of the complaint?			
Is there anything we can do to make your experience with us better in the future?			

Topic 3

Exercise judgment to resolve customer service issues

Every organisation has a different culture. This means that every organisation has a different way of doing things and a different way of approaching issues. Some organisations are very formal and staff must follow structured rules and procedures. Other organisations are more relaxed and staff have the autonomy to make decisions about how to handle situations.

Whether organisations are formal or informal, large or small, they all must follow legislation and statutory requirements, and all organisations should have policies and procedures that govern their business practices.

In this topic you will learn how to:

- 3A Identify the impact of customer service issues
- 3B Negotiate options for resolving issues with customers
- 3C Propose suitable solutions for resolving issues
- 3D Ensure unresolved matters are referred to appropriate personnel

Here is more information about these implications.

Negative implications

When a customer experiences poor service or buys a faulty product, the negative implications for the organisation are likely to be:

- a reputation for poor products and services
- loss of customers
- loss of revenue.

Positive implications

When an organisation receives a complaint, this provides an opportunity to identify where it is going wrong and how it can better foster customer relationships. Complaints give organisations a chance to put things right and turn dissatisfied customers into happy ones. Complaints should be seen as a continuous improvement tool that the organisation can use to regularly improve and increase customer satisfaction.

Is the customer always right?

Even though in most cases it is best to try to satisfy a customer and meet their needs, sometimes an organisation will be better off without a particular customer.

Staff members may spend a lot of time and effort in trying to please a customer who will never be satisfied, regardless of the measures taken. This can be an emotional drain on staff and keep them from helping genuine customers.

When difficult customers complain, it may be best to say 'no' to them and risk losing their custom. In these instances, you should consult with your supervisor before taking any action.

Here are the types of customers that an organisation can do without.



A customer who does not pay their bills and is constantly in debt to the organisation

The organisation is not making money out of this customer. Staff are spending time chasing payment that never comes. The relationship is not profitable for the organisation.



Step 4

Identify where the problem occurred.



Step 5

Seek resolution to the problem to satisfy the customer.

Negotiate a solution

Sometimes you will not be able to give the customer what they want immediately. When seeking a solution to a complaint, you may need to offer several options before the customer is satisfied. Carefully explain these options – remember that customers do not know your products and services as well as you do, and many customers are fearful that they are being taken advantage of. Make sure they understand what you are offering.

You will follow your organisation’s policies and procedures, and comply with legislative requirements; but, when looking for solutions to complaints, there will be times when your judgment is your best guide to offering the right option.



Practice task 11

Read this case study, then complete the questions that follow.

Case study

Brea works as the office manager on the tenth floor of a corporate building. Staff come to Brea with complaints and feedback about the office. One day, Aviva comes to see her. Aviva is upset because the air-conditioning in her office is too cold; because of this she feels her skin is always drying out and she is often getting sick. Brea tells Aviva she understands her concern and will look into some options for overcoming this problem.

Brea analyses the complaint and writes down all the factors she can think of:

- Aviva is distressed and this means her work will suffer.
- The organisation has a responsibility to ensure staff are comfortable and their working conditions are adequate.

continued ...

3C

Propose suitable solutions for resolving issues

All options offered to a customer must comply with legislative requirements. For example, the *Competition and Consumer Act 2010* (Cth) relates to unfair or deceptive practices and is specifically designed to protect consumers. Australian Consumer Law states that consumers are entitled to seek compensation for faulty goods or substandard services.

Employees must follow their organisation's policies and procedures in relation to its business practices, which should comply with federal and state or territory law.

Comply with legislation and workplace policies

Providing accurate information is crucial. If a customer has made a complaint and an employee is trying to offer solutions to satisfy the customer, all options must be explained in terms that are not misleading, inaccurate or unclear.

For example, if you offer an alternative product that is of lower quality than the product they wish to exchange, you must explain this clearly to the customer.

An organisation must:

- provide accurate information
- offer goods or services that match the description supplied at the time of purchase
- compensate a customer if they have purchased a defective product or substandard service
- allow goods to be exchanged or money refunded according to Australian Consumer Law
- provide warnings and instructions for the safe use of a product
- use a customer's information only for the purpose for which it was obtained.

Practice task 12

Read the case study, then complete the questions that follow.

Case study

A customer visits a homewares store to return an item recently purchased online. She ordered a set of pale blue towels, but wishes to exchange them for dark blue ones. The organisation's policy is that unused items may be exchanged within 30 days providing the sales receipt is produced.

Hong, the sales assistant, accepts the receipt and the item from the customer to perform the exchange. However, the original range of towels is no longer available and a higher priced range has been substituted. Hong tells the customer, 'I'm sorry, but you have to pay an extra \$12 because we have run out'.

The customer hands over the money because there is a queue of people behind her, but leaves feeling dissatisfied.

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