

BSBCMM301: Process customer complaints

Evidence of Meeting Criteria

1.	Respond to complaints
1.1	Process customer complaints using effective communication according to organisational procedures established under organisational policies, legislation or codes of practice
1.2	Obtain, document and review reports relating to customer complaints
1.3	Make decisions about customer complaints, taking into account applicable legislation, organisational policies and codes
1.4	Negotiate resolution of the complaint and obtain agreement where possible
1.5	Maintain a register of complaints/disputes
1.6	Inform customer of the outcome of the investigation
2.	Refer complaints
2.1	Identify complaints that require referral to other personnel or external bodies
2.2	Make referrals to appropriate personnel for follow-up in accordance with individual level of responsibility
2.3	Forward all documents and investigation reports
2.4	Follow-up appropriate personnel to gain prompt decisions
3.	Exercise judgement to resolve customer service issues
3.1	Identify implications of issues for customer and organisation
3.2	Analyse, explain and negotiate appropriate options for resolution with customer
3.3	Propose viable options in accordance with appropriate legislative requirements and enterprise policies
3.4	Ensure matters for which a solution cannot be negotiated are referred to appropriate personnel
Performance Evidence	
Evidence of the ability to:	
	➤ Process and document customer complaints according to organisational and legislative requirements
	➤ Use effective communication techniques to discuss options and resolve complaints
	➤ Follow correct procedures when referring and following up complaints
Foundation Skills	
	Reading ➤ Recognises, identifies and interprets textual information to determine legislative, regulatory and organisational requirements
	Writing ➤ Documents complaints and actions taken in accordance with organisational requirements ➤ Records spoken information clearly and accurately for future reference

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Feedback:

Some really good work here. You have shown a good understanding of processing customer complaints.

There are a few areas, however, where you could provide a little more information to demonstrate your understanding:

- Activity 1A (Part 1): What specific complaints might you receive regarding the payment of accounts or the rates of jobs)?
- Activity 1A (Part 3): Describe the communication skills required when handling customer complaints. What body language might you use when addressing both customers (i.e. calm and angry) in this scenario? How would you speak (e.g. tone)? What types of listening and questioning techniques would you use to gather information and confirm your understanding?
- Activity 1C (Part 2): Describe your role within the organisation. You indicated that a sales rep can resolve issues depending on the level of the issue. Could you provide an example of an issue that would be able to be resolved?
- Activity 1C (Part 3): How do staff become aware that disputes are given to sales manager and/or director?
- Activity 2A (Part 3): Would you have any complaints that would arise in person and involve an irate customer?
- Activity 2B: Please describe how you would follow up with the external body to gain prompt decisions (i.e. after the submission of the report to them).
- Activity 3C (Part 1): Could you describe how the *Building and Construction Industry Payment Act 2004* applies to your business when making resolution proposals? Specific examples to illustrate the requirements of the legislation would be great! What about other laws, such as the Australian Consumer Law? Describe how it would apply to your business.
- Activity 3C (Part 2): Good example. Could you provide another example of a non-negotiable matter?

	Oral communication ➤ Presents or requests information using words and non-verbal features appropriate to the audience and context ➤ Uses listening and questioning techniques to gather information and confirm understanding
	Navigate the world of work ➤ Takes personal responsibility for following organisational policies and procedures and legislative requirements
	Interact with others ➤ Follows organisational communication practices and procedures when referring complaints, seeking advice or negotiating outcomes
	Get the work done ➤ Takes responsibility for planning, sequencing and completing tasks to achieve required outcomes ➤ Addresses less predictable problems applying problem solving processes in determining solutions that meet organisational requirements ➤ Uses the main features and functions of digital tools to complete work tasks
	Knowledge Evidence
	To complete the unit requirements safely and effectively, the individual must:
	➤ Identify the key provisions of relevant legislation from all forms of government that may affect aspects of business operations
	➤ Explain the communication skills required when handling customer complaints
	➤ Outline the organisational procedures and standards for processing complaints
	➤ List external bodies to which complaints could be referred

With regards to the Skills and Knowledge activity:

- Question 2: Describe in further detail what your observations about the customers' poise and attitude will tell you – and how this affects the way you communicate with them. Provide examples. Describe how you would provide a positive experience for them and acknowledge their complaint. Outline what you would document/record. Refer to p.14 of your Learner Guide.
- Question 4: Provide a brief description of what the *Racial Discrimination Act* requires.

With regards to the Major Activity:

- Task 1: Describe the communication skills required when handling customer complaints. What body language might you use when addressing the customer in this scenario? How would you speak (e.g. tone)? What types of listening and questioning techniques would you use to gather information and confirm your understanding? Describe specifically how the Australian Consumer Law applies in this situation.
- Task 2: What additional documentation would need to be completed (i.e. regarding the complaint) apart from the invoices and dockets?

As some of the activities have required work in pairs (i.e. Activity 1A, Major Activity 1), could you please complete the details on p. 3 of the workbook to identify those you have worked with? You can also access a third party report from the course page for completion. Please arrange for someone else to verify your skills regarding the processing of customer complaints.

Outcome: Not yet satisfactory

The evidence you have provided so far is authentic, valid, reliable and current. You are almost there! Please address the points above, and resubmit your workbook along with a third party report as supporting evidence of your skills.

Mentor's signature verifying completion of above: Michelle Curro

Date: 29/02/2016