



Resolve customers' complaints

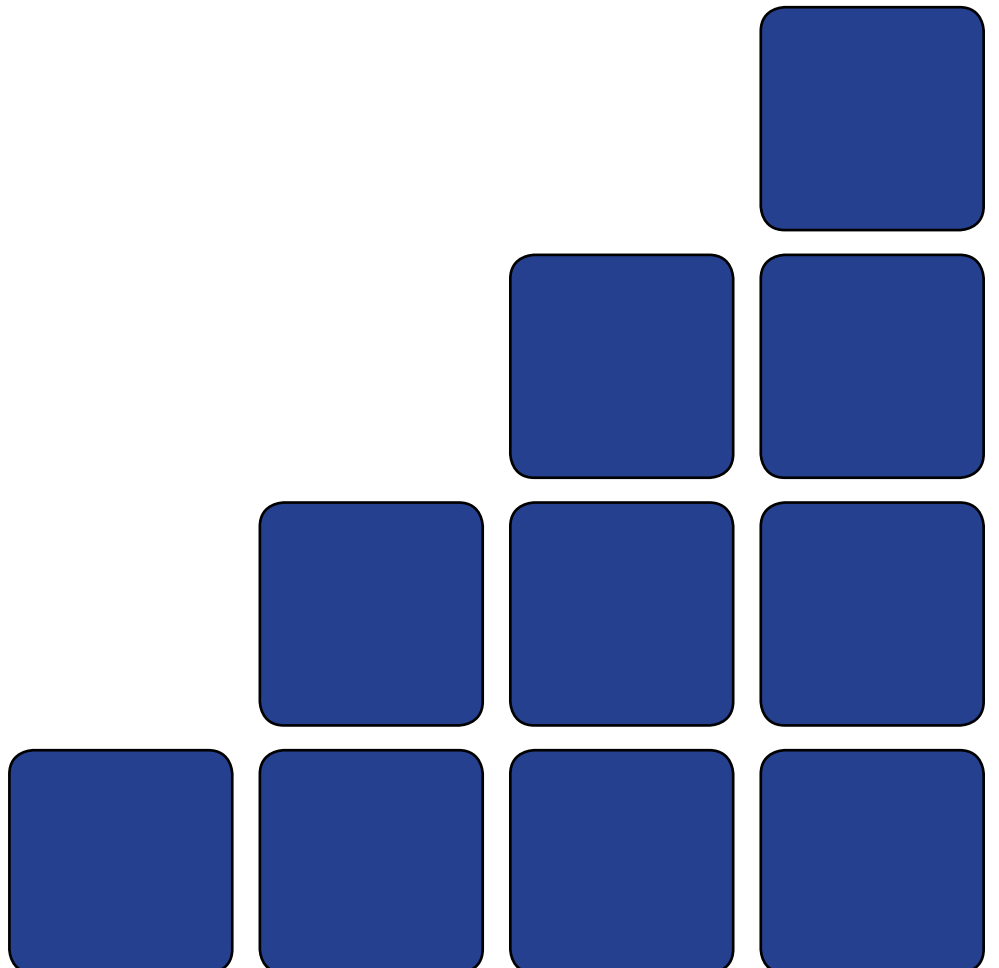
UBU38

R/506/2151

Learner name:

Learner number:

VRQ



UBU38

Resolve customers' complaints

The aim of this unit is to develop the knowledge, understanding and skills to resolve customer complaints. You will learn how to identify a complaint and the steps to offer the customer a solution. You will also learn about the limitations of what can be offered to the customer as a resolution and how this can affect an organisation.

Level

3

Credit value

4

GLH

22

Observation(s)

2

External paper(s)

0



Resolve customers' complaints

Learning outcomes

On completion of this unit you will:

1. Be able to deal with customers' complaints
2. Understand the monitoring and resolution of customers' complaints

Evidence requirements

1. *Environment*
Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).
2. *Simulation*
Simulation is not allowed in this unit.
3. *Observation outcomes*
Competent performance of Observation outcomes must be demonstrated on **at least two occasions**. Assessor observations, witness testimonies and products of work are likely to be the most appropriate sources of performance evidence. Professional discussion may be used as supplementary evidence for those criteria that do not naturally occur.

Assessed observations should not be carried out on the same day for the same learning outcome. There should be sufficient time between assessments for reflection and personal development.

You need to meet the same standard on a regular and consistent basis. Separating the assessments by a period of at least two weeks is recommended as competence must be demonstrated on a consistent and regular basis.

4. *Knowledge outcomes*

There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.

5. *Tutor/Assessor guidance*

Your tutor **must** refer to the '**Skills CFA Assessment Strategy**' when delivering this unit. This can be found on www.vtct.org.uk under the relevant qualification page.

You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.

For guidance on the assessment material for some individual units please refer to the '**Assessment Guidance**'. This can be found on www.vtct.org.uk under the relevant qualification page.

6. *External paper*

There is no external paper requirement for this unit.

Achieving observations

Achieving observation outcomes

Your assessor will observe your performance of practical tasks. The minimum number of competent observations required is indicated in the Evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through professional discussion and/or oral questioning. This evidence will be recorded by your assessor in written form or by other appropriate means.

Your assessor will sign off a learning outcome when all criteria have been competently achieved.

Relationship to National Occupational Standards

Customer Service (2013) National Occupational Standards:

- CFACSC7 Process customer service complaints
- CFACSC8 Handle referred customer complaints



Observations

Learning outcome 1

Be able to deal with customers' complaints

You can:

- a. Confirm the nature, cause and implications of customers' complaints
- b. Take personal responsibility for dealing with complaints
- c. Communicate in a way that recognises customers' problems and understands their points of view
- d. Explain the advantages and limitations of different complaint response options to customers
- e. Explain the advantages and limitations of different complaint response options to the organisation
- f. Keep customers informed of progress
- g. Agree solutions with customers that address the complaint and which are within the limits of own authority
- h. Record the outcome of the handling of complaints for future reference
- i. Adhere to organisational policies and procedures, legal and ethical requirements when dealing with customers' complaints

* *May be assessed by supplementary evidence.*

Observation	1	2	Optional
Date achieved			
Criteria questioned orally			
Portfolio reference			
Assessor initials			
Learner signature			

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*

Knowledge



Learning outcome 2

Understand the monitoring and resolution of customers' complaints

You can:	Portfolio reference
a. Assess the suitability of a range of monitoring techniques for customers' complaints	
b. Explain how to identify those complaints that should prompt a review of the service offer and service delivery	
c. Explain negotiating techniques used to resolve customers' complaints	
d. Explain conflict management techniques used in dealing with upset customers	
e. Explain organisational procedures for dealing with customer complaints	
f. Explain when to escalate customers' complaints	
g. Explain the cost and regulatory implications of admitting liability on the basis of a customer complaint	
h. Explain the advantages and limitations of offering compensation or replacement products and/or services	

Notes

Use this area for notes and diagrams