

**Part 4 – Understanding how complaints are handled**

This part will help you to evidence Learning Outcome 4: **Understand how complaints are handled**

Learning objective	Place in Assessment
4.1 Explain why customers may complain to or about an organisation	Question 1 Page 11
4.2 Outline the complaints handling procedure in the organisation	Question 2 Page 11
4.3 Identify ways in which complaints may be defused prior to escalation to include: <ul style="list-style-type: none"><li>• Face to face</li><li>• Written (letter, email)</li><li>• Via the telephone</li></ul>	Question 3 Page 12
4.4 Outline the effects of complaints on commercial, public sector and third sector organisations	Question 4 Page 12
4.5 Explain why complaints are monitored and how the monitoring is used	Question 5 Page 13

**1. Explain** why customers may complain to or about an organisation. Include **at least two** specific reasons in your answer. **[4.1]**

**2. In relation to your own organisation (or one that you know well), outline** the procedure that is followed when handling complaints. **[4.2]**

# Vision2learn Customer Service Assessment 2 Answers

**O García**



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