

Respect

CLEAR Value of the month

Stay Safe
GlasgowLife™

Updated Complaint Handling Process

Achievement

On the 1 April 2021 some new changes on how we are required to handle customer complaints must be applied. Two new courses have been created on the GOLD platform to support our approach and to help us think about how we put our **customers at the heart** of our complaint handling process.

Environmentally
Responsible

Course 1

Front Line Resolution

This course is for all front line colleagues, supervisors and managers who work with customers as part of their role. It takes approx. 35 minutes to complete.



Course 2

Complaint Handling Investigation

This course is for personal assistants, supervisors and managers who are responsible for investigating and / or providing responses to customers. It takes approx. 35 minutes to complete.



Learning

For a full copy of the updated complaint handling process and support templates please contact your local Admin Hub. If you have any questions please speak with your manager or supervisor.



These are mandatory courses for all front line colleagues, supervisors and managers and should be completed by **31 May 2021**.

Customer
Focus



When your customer complains, it is really an opportunity to show how good you are.

- Shep Hyken

