



Australian Government

Department of Education, Employment and Workplace Relations

AHCMER301A Process customer complaints

Release: 1

AHCMER301A Process customer complaints

Modification History

Not Applicable

Unit Descriptor

Unit descriptor	This unit covers the process of handling negative feedback/complaints from customers, whether formal or informal and defines the standard required to: apply organisational and/or industry procedures for customer complaints; investigate the details of and background to the complaint and refer to other parties if required; negotiate an outcome with the customer if appropriate; process the complaint according to enterprise policy; recommend appropriate action arising from the complaint.
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Application of the Unit

Application of the unit	This unit requires the ability to identify the customer's need(s) and to process the complaint to standard and in an appropriate time frame, or to recommend appropriate action(s) arising from the complaint.
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Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Not Applicable

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA

ELEMENT	PERFORMANCE CRITERIA
1. Respond to customer complaints	1.1. Complaints are processed in accordance with organisational policies and procedures established under legislation, regulations or codes of practice. 1.2. Necessary reports relating to the complaints are obtained, documented and reviewed. 1.3. Decisions are made, taking into account applicable law, company policies and codes. 1.4. Resolution of the complaint is negotiated and agreed where possible. 1.5. A register of complaints/disputes is maintained. 1.6. Customer is informed of outcome of investigation.
2. Refer complaints	2.1. Complaints that require referral to other personnel or external bodies are identified. 2.2. Referrals are made to appropriate personnel for follow up in accordance with individual level of responsibility. 2.3. All documents and investigation reports are forwarded. 2.4. Appropriate personnel are followed up to gain prompt decisions.

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- the ability to apply organisational and/or industry procedures to a range of situations, and to exercise judgement in this application, along with an ability to facilitate other people to undertake appropriate customer service
- active listening
- using open and/or closed questions
- speaking clearly and concisely
- using appropriate language and tone of voice
- giving customers full attention
- maintaining eye-contact (for face-to-face interactions)
- non-verbal communication, e.g. body language, personal presentation (for face-to-face interactions)

REQUIRED SKILLS AND KNOWLEDGE

- negotiation techniques
- clear, legible writing/language skills which allow for adequate communication with required people
- literacy skills to the level required to process complaints
- numeracy skills to the level required to interpret the customer complaints and take required actions.

Required knowledge

- State/Territory/Commonwealth legislation, regulations, industry codes of practice, standards and guidelines
- organisational policy and procedures for dealing with complaints
- the importance of customer complaints
- the importance of good communication
- the individual's role in processing customer complaints.

Evidence Guide

EVIDENCE GUIDE	
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.	
Overview of assessment	
Critical aspects for assessment and evidence required to demonstrate competency in this unit	<p>The evidence required to demonstrate competency in this unit must be relevant to workplace operations and satisfy holistically all of the requirements of the performance criteria and required skills and knowledge and include achievement of the following:</p> <ul style="list-style-type: none"> • apply organisational and/or industry procedures for customer complaints • investigate the details of and background to the complaint and refer to other parties if required • negotiate an outcome with the customer if appropriate • process the complaint according to enterprise policy • recommend appropriate action arising from the complaint.
Context of and specific resources for assessment	Competency requires the application of work practices under work conditions. Selection and use of resources for some worksites may differ due to the regional or enterprise circumstances.

Range Statement

RANGE STATEMENT	
The range statement relates to the unit of competency as a whole.	
Types of complaints may include:	<ul style="list-style-type: none"> • simple customer dissatisfaction that can be resolved on the spot, to scenarios where external bodies such as police are required.
Examples of complaints may include:	<ul style="list-style-type: none"> • product quality or misunderstanding of its purpose, service dissatisfaction, price or quantity errors, delivery issues, manufacturers warranty or service.

Unit Sector(s)

Unit sector	Merchandising and sales
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Co-requisite units

Co-requisite units		

Competency field

Competency field	
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