



Australian Government

AHCMER301 Process customer complaints

Release: 1

AHCMER301 Process customer complaints

Modification History

Release	TP Version	Comment
1	AHCv1.0	Initial release

Application

This unit of competency describes the skills and knowledge required to handle formal and informal feedback and complaints from customers.

All work must be carried out to comply with workplace procedures, work health and safety legislation and codes.

This unit applies to individuals who work under broad direction and use discretion and judgement in the selection and use of available resources.

No occupational licensing, legislative or certification requirements are known to apply to this unit at the time of publication.

Pre-requisite Unit

Nil.

Unit Sector

Merchandising and Sales (MER)

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Respond to customer complaints	1.1 Process complaints as per organisational policies and procedures 1.2 Obtain, document and review reports relating to the complaints 1.3 Make decisions taking into account applicable law, company policies and codes 1.4 Negotiate resolution of the complaint and seek agreement where possible 1.5 Maintain a register of complaints and disputes

Element	Performance criteria
	1.6 Inform customer of outcome of 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 2.3 Forward all documents and investigation reports 2.4 Ensure appropriate personnel are followed up to gain prompt decisions

Foundation Skills

Foundation Skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Unit Mapping Information

This unit is equivalent to AHCMER301A Process customer complaints.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c6399549-9c62-4a5e-bf1a-524b2322cf72>

Assessment Requirements for AHCMER301 Process customer complaints

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Performance Evidence

The candidate must be assessed on their ability to integrate and apply the performance requirements of this unit in a workplace setting. Performance must be demonstrated consistently over time and in a suitable range of contexts.

The candidate must provide evidence that they can:

- apply organisational 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

Knowledge Evidence

The candidate must demonstrate knowledge of:

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

Assessment Conditions

Competency is to be assessed in the workplace or simulated environment that accurately reflects performance in a real workplace setting.

Assessors must satisfy current standards for RTOs.

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