



Australian Government

CPPCMN3004 Respond to enquiries and complaints

Release: 1

CPPCMN3004 Respond to enquiries and complaints

Modification History

Release 1.

Replaces superseded equivalent CPPCMN3004A Respond to enquiries and complaints.

This version first released with CPP Property Services Training Package Version 2.

Application

This unit of competency specifies the outcomes required to respond effectively to client enquiries and complaints regarding company products and services. The worker needs to handle formal and informal enquiries, as well as negative feedback and complaints from clients.

The unit covers acknowledging and processing client enquiries and complaints, and communicating with clients to resolve issues. It also covers researching and documenting relevant information relating to an enquiry or complaint, which may include site visits where required; and referring the enquiry or complaint to other personnel or external organisations where appropriate.

The unit supports employees without managerial or supervisory responsibilities. Performance would usually be carried out under routine supervision, within company guidelines. It applies to workers who have significant contact with clients and who provide information on routine, well-defined services or products to clients, and deal with enquiries or complaints of a more complex nature.

Licensing, legislative, regulatory or certification requirements apply to this unit in some States. Relevant state and territory regulatory authorities should be consulted to confirm those requirements.

Pre-requisite Unit

Nil

Unit Sector

Common

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions.

- | | |
|------------------------|---|
| 1. Identify nature and | 1.1. <i>Client</i> is addressed according to company requirements. |
|------------------------|---|

type of enquiry or complaint.	1.2.	Details of enquiry or complaint and degree of urgency are clarified and confirmed with client according to company requirements.
	1.3.	Details of enquiry or complaint are recorded according to company and legislative requirements.
	1.4.	Impact of relevant legislative and company requirements on handling of enquiry or complaint is identified.
	1.5.	Arrangements are made for enquiries or complaints requiring additional research and follow-up, according to company requirements.
2. Investigate enquiry or complaint.	2.1.	Information relevant to enquiry or complaint is obtained from internal and external sources as appropriate according to company requirements.
	2.2.	Site is inspected with client, where required, to clarify details of the enquiry or complaint according to company requirements.
	2.3.	Possible solutions to enquiry or complaint are determined and likelihood of associated problems is assessed using available information according to company requirements.
	2.4.	Advice is sought from appropriate personnel where necessary on nature of enquiry or complaint, and proposed solution according to company requirements.
3. Refer enquiry or complaint.	3.1.	Enquiry or complaint that requires referral to other company personnel or external bodies is identified according to company and legislative requirements.
	3.2.	Referral to appropriate personnel is made according to individual level of responsibility and company requirements.
	3.3.	Investigation report and other relevant documentation are forwarded to appropriate personnel according to company requirements.
	3.4.	Progress of referred enquiry or complaint is followed up with appropriate personnel according to company

requirements and within expected timeframes.

- | | | | |
|----|--|------|---|
| 4. | Determine and communicate solution to client and relevant staff. | 4.1. | Solution to enquiry or complaint is determined and documented according to company requirements. |
| | | 4.2. | <i>Method for responding</i> to client or their agent is established according to nature of enquiry or complaint and company requirements. |
| | | 4.3. | Response to enquiry or complaint is prepared and communicated to client or their agent according to company requirements. |
| | | 4.4. | Client or agent agreement to solution is confirmed, or solution is negotiated according to company requirements. |
| | | 4.5. | Relevant staff members are promptly advised of work allocations required to resolve enquiry or complaint according to company requirements. |
| | | | |
| 5. | Satisfy complex client needs. | 5.1. | Complex needs requiring adaptation of routine products or services are identified and clarified with client. |
| | | 5.2. | Possibilities for meeting client needs are explained to client according to legislative and company requirements. |
| | | 5.3. | Client is assisted to evaluate product and service options to satisfy needs according to legislative and company requirements. |
| | | 5.4. | Preferred action is determined and prioritised according to legislative and company requirements. |
| | | 5.5. | Potential difficulties in client service delivery are identified and appropriate action is taken according to legislative and company requirements. |
| | | | |
| 6. | Update company information | 6.1. | Information on type and source of enquiry or complaint is collated and processed according to company requirements. |
| | | 6.2. | Information on identified problems and solutions is recorded, processed and reported according to company |

requirements.

- 6.3. Information on resolved enquiry or complaint is shared with co-workers according to legislative and company requirements and strategies to avoid repeat issues are discussed.

Foundation Skills

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill	Performance feature
Learning skills to:	- find and interpret information relevant to client enquiries and complaints by searching company and industry data and using simple internet searches - draw on experience of assessing and responding to client enquiries and complaints and apply knowledge to new issues, including assessing complexity of problem and need to refer to other personnel.
Numeracy skills to:	interpret numerical information relating to client enquiries and complaints, including technical data in manufacturer specifications.
Oral communication skills to:	- interact effectively with clients to identify and resolve problems and complaints, and express technical information in appropriate language for the client - negotiate and finalise agreed solutions to client enquiries and complaints.
Reading skills to:	- interpret information relating to client enquiries and complaints, including company procedures and manufacturers' technical information - extract critical information from at times complex text, such as legislative information and Australian Privacy Principles.
Writing skills to:	- record information regarding customer enquiries and complaints and their solutions using industry-specific technical vocabulary as required - communicate proposed solutions to clients in writing, using

This section describes the language, literacy, numeracy and employment skills essential to performance in this unit but not explicit in the performance criteria.

Skill**Performance feature**

appropriate language and explaining technical terms as required.

Range of Conditions

This section specifies work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included. Bold italicised wording, if used in the performance criteria, is detailed below.

Clients must include those with one or more of the following:

- routine enquiry for advice or general information that requires no specific research
- suggestion for service or product improvement
- special enquiry requiring further research or consultation with other staff
- routine complaint requiring investigation to clarify details
- complex complaint requiring referral to other technical or supervisory personnel
- complex need involving adaptation or combination of products and/or services.

Information must include:

- client records, including verbal reports from staff if available
- company policies and procedures relevant to the enquiry or complaint
- legislative requirements relevant to the enquiry or complaint
- manufacturer information relevant to the enquiry or complaint
- workplace information relevant to the enquiry or complaint.

Appropriate personnel must include one or more of the following:

- colleagues
- manufacturers
- staff and employee representatives
- supervisors
- suppliers
- technical experts.

Method for responding must include one or more of the following:

- email
- face-to-face meeting
- letter
- phone call.

Unit Mapping Information

CPPCMN3004A Respond to enquiries and complaints

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>

Assessment Requirements for CPPCMN3004 Respond to enquiries and complaints

Modification History

Release 1.

Replaces superseded equivalent CPPCMN3004A Respond to enquiries and complaints.

This version first released with CPP Property Services Training Package Version 2.

Performance Evidence

A person demonstrating competency in this unit must satisfy all of the elements, performance criteria and foundation skills of this unit, and must deal with:

- one routine enquiry for advice or general information, or suggestion for service or product improvement
- one special enquiry requiring further research or consultation
- one routine complaint requiring investigation
- one complex complaint requiring referral to other personnel
- one matter where client needs are complex and require adaptation or a combination of products or services.

For each of the above, the person must:

- use knowledge of company procedures
- handle clients and situations with diplomacy and tact
- clarify customer enquiries and complaints using communication skills
- provide solutions or options and resolve issues within required timeframes
- record and document issues and resolution according to company requirements
- refer matters to appropriate personnel as required and according to company requirements.

Knowledge Evidence

A person demonstrating competency in this unit must demonstrate knowledge of:

- Australian standards, quality assurance and certification requirements relevant to responding to enquiries and complaints
- common industry and company service problems and solutions
- company policies and procedures for handling and documenting client complaints, including:
 - client confidentiality provisions
 - client service procedures
 - code of conduct or ethics
 - company dress and presentation requirements

- quality and continuous improvement processes and standards
- work documentation and reporting procedures
- details of products and services offered by the company
- industry advisory standards and codes of practice relevant to company operation
- legislation and regulations that apply to responding to enquiries and complaints, including:
 - anti-discrimination
 - consumer protection
 - environmental protection
 - privacy
 - work health and safety
- options for solutions and responses to client enquiries and complaints, including:
 - additional service provision
 - changes in service provision
 - litigation
 - mediation
 - no action
 - payment of compensation
 - rectification
 - cancellation of services
 - client education
 - general advice
 - information on products and services available, including features and benefits
 - planned visits
 - provision of further information
 - quotations and pricing estimates
 - referral to others, including specialist advisors
 - standard industry disclaimers
- range of client expectations in relation to services offered by the company
- relevance of good communication and own role in processing client complaints.

Assessment Conditions

Suitable assessment of performance requires:

- equipment:
 - telephone
 - computer with access to email, internet and company information
- materials:
 - tools and equipment for investigating site of client complaint, if required
- specifications:

- company information
- manufacturer specifications and other technical information
- plain English guides to relevant legislative guidelines, standards and codes of practice
- physical conditions:
 - access to site of client complaint, if required
- relationships with team members and supervisor:
 - acting alone under supervision
 - access to supervisor and other relevant personnel for assistance with gathering information
- relationship with client:
 - direct communication with client or agent representing client
- timeframe:
 - according to work order.

Assessor requirements

As a minimum, assessors must satisfy the assessor requirements in the Standards for Registered Training Organisations (RTOs) current at the time of assessment.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=6f3f9672-30e8-4835-b348-205dfcf13d9b>