

Complaints training

Written by Sarah Cook

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We have successfully trained over 10,000 people in complaint handling skills. This has included helping individuals to view complaints as an opportunity to put things right, to welcome complaints and to demonstrate a positive attitude and approach to complaint handling.

Front line and support staff complaints training

We train front-line and support staff in the behaviours needed to handle complaints with empathy and efficiency. This includes dealing with complaints face to face, in writing, on social media and on the telephone. To see the typical content of a complaints training workshop, click on [Handling Customer Complaints Effectively](#) . We tailor all our complaints training to the client organisation so case studies, exercises, individual and group work are all related to the customers and context in which participants work.

Managers and leaders complaints training

We also train managers and leaders in how to manage complaint handling, ensuring that the process makes it easy for customers to complain and that complaints are dealt with swiftly and effectively. See also [Delivering Excellent Customer Service Through People](#) and [Service Leadership](#).

Specialist complaints training

We train specialist complaint handling teams in root cause analysis, action planning, continuous improvement and influencing techniques. We also run Mediation Skills Training for complaint handlers who need to resolve complex or escalated complaints, see [Mediation Skills Training](#) . We run knowledge sharing groups and forums to share and learn from best practice in complaint handling.

Complaint handling Train the Trainer

We also train and accredit trainers and facilitators in complaints training as well as designing custom-made interventions.

Training and competence in a regulatory environment

Much of our work has been conducted in a regulatory environment where we are well-versed with the need to accurately record all complaints thoroughly, investigate them, arrive at a timely

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resolution and treat customers fairly. For example, we have successfully helped firms such as HomeServe, Coutts & Co, Ulster Bank, Natwest and RBS to improve the way they manage complaints and arrive at a fair outcome.

Our approach to complaints training

The learning and development that we provide in complaints handling and [customer service training](#) adopts a blended approach to appeal to all learning styles. It includes tailor-made e-learning and m-learning, training workshops, on-line assessments, webinars and DVDs.

For more information on how Stairway can provide tailor-made solutions to your complaints training needs, contact info@thestairway.co.uk or call us on 00 44 (0) 7831 309739.

What customers look for when they complain: Latest Stairway research

At Stairway we have conducted extensive research on what customers look for when they complain. For more information on Stairway complaint handling research, contact info@thestairway.co.uk or call us on 00 44 (0) 7831 309739.