StaffCPD | Affordable CPD for All

Complaint Handling

CPD Certificate • Accredited by UK Versity and The CPD Certification Service

COURSE TYPE	DURATION	ASSESSMENT	STUDY MODE	ACCREDITED BY
CPD Certificate	3–4 Hours	Online assessment	Online / Self-paced	UK Versity & CPD Certification Service

COURSE OVERVIEW

Complaint Handling is a practical CPD training course designed to help employees and organisations manage complaints professionally, fairly and effectively. The course focuses on developing the communication, investigation and problem-solving skills needed to respond to customer concerns while maintaining professional standards and protecting organisational reputation. Learners will understand why complaints arise, how complaints should be received and managed, and how businesses can use complaints to improve customer satisfaction and service quality. The course also explores handling complaints across different communication channels including face-to-face interactions, telephone conversations, emails, reviews and social media platforms.

WHAT YOU WILL LEARN

- Understanding the importance of complaint handling
- Common reasons customers make complaints
- Professional communication during complaint situations
- Receiving complaints calmly and professionally
- Handling complaints face-to-face, by phone, email and social media
- Investigating complaints fairly and effectively
- Understanding complaint procedures and escalation processes
- Maintaining professionalism during difficult interactions
- Managing customer expectations and conflict situations
- Recording and documenting complaints correctly
- Using complaints to improve customer service standards
- Improving organisational processes through customer feedback

ENTRY REQUIREMENTS

- No formal qualifications are required.
- Suitable for beginners and experienced customer-facing staff.
- Basic English reading and communication skills recommended.
- Suitable for employees across all sectors and industries.
- Ideal for customer service, administration, support and frontline staff.

CAREER AND PROGRESSION

Complaint handling and conflict resolution skills are highly valuable across customer-facing industries and professional environments. Completing this course helps learners improve confidence when dealing with challenging situations and supports organisations in maintaining high customer service standards. This training is beneficial for employees working in customer service, hospitality, retail, healthcare, administration, housing, education, public services and support roles. It also supports progression into supervisory, team leader, compliance and customer relations positions. Organisations also use complaint handling training to improve customer satisfaction, reduce reputational risks, strengthen complaint procedures and enhance overall service quality.

ASSESSMENT & ACCREDITATION

The course is assessed through online knowledge checks and a final assessment completed at the end of the training. Learners must successfully complete the assessment to receive their CPD certificate, accredited by UK Versity and The CPD Certification Service. The assessment evaluates understanding of complaint handling procedures, communication techniques, investigation processes and professional customer interaction skills. On successful completion you receive a certificate you can verify at staffcpd.com/verify-your-certificate.

Course Fee: £35

100% online | Instant access on purchase | 12 months' access

BUY NOW
staffcpd.com

StaffCPD
11 Woodcock Court, Modwen Road, Salford M5 3EZ
Tel: +44 7484 361 688 | info@staffcpd.com | www.staffcpd.com

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