

QUALITY AND PRODUCTIVITY | QP-028

Customer Complaint Handling (ISO 10002)

Contact

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Course content

Why Attend

Complaints are valuable feedback that can prevent customer loss and reveal process failures. Organisations that handle complaints well turn dissatisfied customers into loyal ones.

This Aractech course explains complaint handling principles and ISO 10002 guidance, designing a complaint process, receiving and acknowledging complaints, investigation and resolution, communication with customers, data analysis and using complaints to drive improvement. Participants design a complaint handling process.

Course Methodology

- Process design workshops
- Role plays
- Data analysis exercises
- Case studies
- Group discussions

Course Objectives

- Explain complaint handling principles and ISO 10002
- Design an accessible complaint handling process
- Investigate and resolve complaints fairly
- Communicate effectively with complainants
- Analyse complaint data for trends and root causes
- Use complaints to improve products and services

Target Audience

- Customer service managers

Course content

- Quality managers
- Complaint handlers
- Compliance professionals

Course outline

Detailed course outline

Day-by-day outline for Customer Complaint Handling (ISO 10002).

Day 1 - Complaint Handling Principles

- 09:00-09:39 | Value of complaints
- 09:39-10:18 | ISO 10002 overview
- 10:18-10:57 | Principles
- 10:57-11:00 | Regulatory expectations
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Regulatory expectations (continued)
- 12:05-12:43 | Customer expectations
- 12:43-14:00 | Exercise: Complaint process review

Day 2 - Designing the Process

- 09:00-09:39 | Channels
- 09:39-10:18 | Recording
- 10:18-10:57 | Acknowledgement
- 10:57-11:00 | Responsibilities
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Responsibilities (continued)
- 12:05-12:43 | Timelines
- 12:43-14:00 | Workshop: Process design

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Day 3 - Investigation and Resolution

- 09:00-09:39 | Investigation
- 09:39-10:18 | Fair outcomes
- 10:18-10:57 | Remedies
- 10:57-11:00 | Escalation
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Escalation (continued)
- 12:05-12:43 | Closure
- 12:43-14:00 | Role play: Handling a complaint

Day 4 - Communication

- 09:00-09:39 | Empathy
- 09:39-10:18 | Difficult customers
- 10:18-10:57 | Written responses
- 10:57-11:00 | Apologies
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Apologies (continued)
- 12:05-12:43 | Service recovery
- 12:43-14:00 | Exercise: Response letter

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Day 5 - Analysis and Improvement

- 09:00-09:45 | Complaint data
- 09:45-10:30 | Trend analysis
- 10:30-11:00 | Root causes
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Root causes (continued)
- 11:45-12:30 | Reporting
- 12:30-13:15 | Continuous improvement
- 13:15-14:00 | Capstone: Complaint handling plan

Seminar dates

Available seminar dates

Live dates and pricing for Customer Complaint Handling (ISO 10002) generated from the course details page.

Date	Location	Format	Fee
2 - 6 November 2026	Frankfurt	Classroom	€1,875
21 - 25 December 2026	Barcelona	Classroom	€2,815
18 - 22 January 2027	Amsterdam	Classroom	€2,830
15 - 19 February 2027	London	Classroom	€2,315
15 - 19 March 2027	Istanbul	Classroom	€1,978
19 - 23 April 2027	Vienna	Classroom	€3,225
17 - 21 May 2027	Barcelona	Classroom	€2,815
21 - 25 June 2027	Paris	Classroom	€3,825
19 - 23 July 2027	Frankfurt	Classroom	€1,875
16 - 20 August 2027	Barcelona	Classroom	€2,815

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2 - 6 November 2026	Online / Live	Online / Live	€1,815
21 - 25 December 2026	Online / Live	Online / Live	€1,815
18 - 22 January 2027	Online / Live	Online / Live	€1,815
15 - 19 February 2027	Online / Live	Online / Live	€1,815
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