

---

## **BSBCMM301**

### **Process customer complaints**

---

#### **Respond to complaints**

- Process customer complaints using effective communication according to organisational procedures established under organisational policies, legislation or codes of practice
- Obtain, document and review reports relating to customer complaints
- Make decisions about customer complaints, taking into account applicable legislation, organisational policies and codes
- Negotiate resolution of the complaint and obtain agreement where possible
- Maintain a register of complaints/disputes
- Inform customer of the outcome of the investigation

#### **Refer complaints**

- Identify complaints that require referral to other personnel or external bodies
- Make referrals to appropriate personnel for follow-up in accordance with individual level of responsibility
- Forward all documents and investigation reports
- Follow-up appropriate personnel to gain prompt decisions

#### **Exercise judgement to resolve customer service issues**

- Identify implications of issues for customer and organisation
- Analyse, explain and negotiate appropriate options for resolution with customer
- Propose viable options in accordance with appropriate legislative requirements and enterprise policies
- Ensure matters for which a solution cannot be negotiated are referred to appropriate personnel