

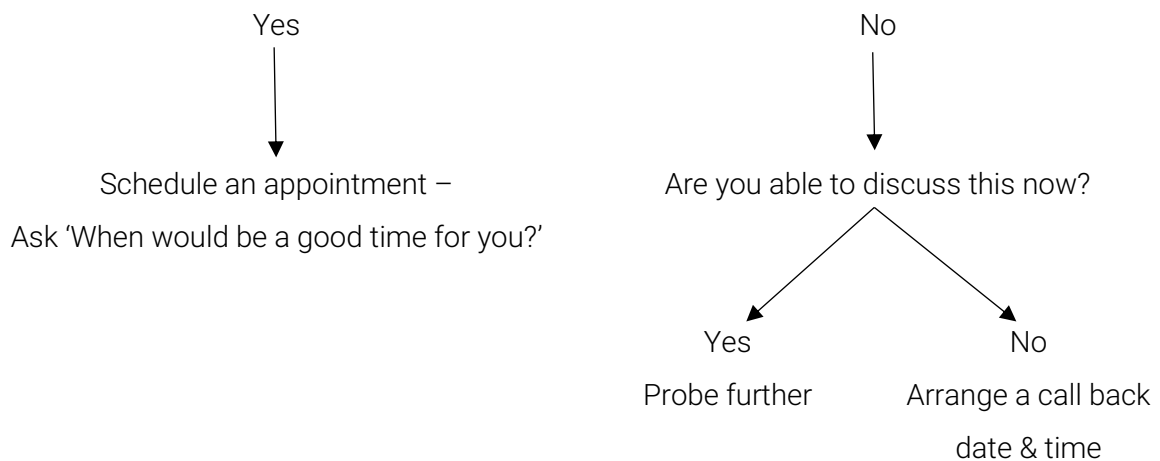
SAMPLE PHONE CALL PROMPT SHEET

ACKNOWLEDGING COMPLAINT

This sample prompt sheet can be used to acknowledge the complaint by telephone & gain a fuller understanding of the issue.



- Explain issue has been brought to your attention, that you are making contact as you want to know more, & you would particularly like to understand the customer's thoughts & feelings about the situation. Give the customer confidence that you will get to the bottom of it for them.
- Ask the customer if they would like to come in to discuss the matter in more detail?



Remember –

- ✓ Tone of voice is a crucial element of non-verbal communication!
 - ✓ Actively listen, use tools & phrases to ensure customer feels heard & understood.
 - ✓ Empathise with the customer.
 - ✓ Acknowledge what has been said, but don't agree or admit liability at this point!
 - ✓ Ask if there is anything else that the customer would like to add before responding.
-
- Confirm that you are going to investigate fully, & that you are going to own the issue through to completion. If not, explain who will be, confirming the name and position & contact details.
 - Agree with the customer the timescales of when you will go back to them with the results of the investigation & the proposed resolution.
 - Ensure these are exceedable from your perspective. You should be aiming to delight the customer!
 - Agree how the customer would like to hear back from you.