Garnet
Garnet Global Training Center

GGT-CS-103

Customer Service & Contact Centres

Complaint Handling & Service Recovery

معالجة الشكاوى واستعادة رضا العملاء

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (practitioner)**

Overview

Participants in Complaint Handling & Service Recovery practise the methods, tools and standards they need to perform reliably and solve problems on the job. Deliver consistent, efficient service across counters, phones, chat and social channels. You can join a public session in one of 20 cities or live online, in English or Arabic, or bring the course in-house with examples from your own operations.

What you will be able to do

- Apply the methods and standards of Complaint Handling & Service Recovery to real tasks.
- Share good practice with your team.
- Use the right tools, checks and calculations step by step.
- Diagnose common problems and identify root causes.
- Interpret data and results correctly and act on them.

Who should attend

Customer service agents, team leaders, contact centre managers and service designers. Practitioners with one to five years of experience benefit most.

Key topics

- Service standards
- Communication with customers
- Handling complaints
- Channels and tools
- Measuring service
- Service recovery

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Complaint Handling & Service Recovery: principles and standards

- Channels and tools
- Regional and international case studies

Day 2 Methods and tools in practice

- Measuring service
- Service recovery

Day 3 Diagnosis and problem solving

- Service standards
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Communication with customers
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Handling complaints
- Measurement and reporting

10-day outline

Day 1 Complaint Handling & Service Recovery: principles and standards

- Channels and tools
- Regional and international case studies

Day 2 Methods and tools in practice

- Measuring service
- Service recovery

Day 3 Diagnosis and problem solving

- Service standards
- Checklists and templates to take away

Day 4 Quality, safety and documentation

- Communication with customers
- Group discussion and peer review

Day 5 Workshop, assessment and action plan

- Handling complaints
- Measurement and reporting

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Hands-on workshop on a workplace challenge

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Common mistakes and how to avoid them

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
1–5 Feb 2027	5-day online	Live online	English	2,950
10–14 May 2027	5-day classroom	Barcelona	English	4,750
6–10 Sep 2027	5-day classroom	Dubai	Arabic	4,750
8–19 Nov 2027	10-day classroom	Abu Dhabi	English	8,950
7–18 Feb 2028	10-day classroom	Dubai	English	8,950
19–30 Jun 2028	10-day online	Live online	Arabic	5,450
14–18 Aug 2028	5-day classroom	Paris	English	4,750
11–15 Dec 2028	5-day classroom	Geneva	English	4,750
1–12 Jan 2029	10-day classroom	Geneva	English	8,950

Dates	Format	City	Language	Fee (USD)
21–25 May 2029	5-day online	Live online	English	2,950
4–8 Jun 2029	5-day classroom	London	English	4,750
3–7 Dec 2029	5-day classroom	Istanbul	English	4,750
14–18 Jan 2030	5-day classroom	London	English	4,750
11–22 Feb 2030	10-day online	Live online	Arabic	5,450
21 Apr – 2 May 2030	10-day classroom	Riyadh	English	8,950
2–6 Dec 2030	5-day classroom	Abu Dhabi	Arabic	4,750

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/