Garnet
Garnet Global Training Center

GGT-QE-132

Quality, Excellence & Customer Service

# Customer Complaints Management

إدارة شكاوى العملاء

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

## Overview

Customer Complaints Management helps participants move from doing the work to managing it, with planning tools, control methods and reporting that management trusts. Systems and methods that make performance consistent, measurable and better every year. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

## What you will be able to do

- Set up and run Customer Complaints Management as a managed process with clear roles.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.
- Define KPIs and build simple dashboards for management.
- Control risk, quality and compliance in this area.

## Who should attend

Quality and excellence teams, process owners, auditors and customer service leaders. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

## Key topics

- Process mapping and standard work
- Measurement and statistical tools
- Audit planning and reporting
- Customer journey and feedback
- Excellence models and self-assessment
- Sustaining improvement

## 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

**WhatsApp:** +971 56 674 7382

**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 Customer Complaints Management: the management framework

- Measurement and statistical tools
- Hands-on workshop on a workplace challenge

### Day 2 Planning, resources and budgets

- Audit planning and reporting
- Customer journey and feedback

### Day 3 Performance measurement and control

- Excellence models and self-assessment
- Common mistakes and how to avoid them

### Day 4 Risk, compliance and improvement

- Sustaining improvement
- Regional and international case studies

### Day 5 Management case study and action plan

- Process mapping and standard work
- Checklists and templates to take away

## 10-day outline

### Day 1 Customer Complaints Management: the management framework

- Measurement and statistical tools
- Hands-on workshop on a workplace challenge

### Day 2 Planning, resources and budgets

- Audit planning and reporting
- Customer journey and feedback

### Day 3 Performance measurement and control

- Excellence models and self-assessment
- Common mistakes and how to avoid them

### Day 4 Risk, compliance and improvement

- Sustaining improvement
- Regional and international case studies

### Day 5 Management case study and action plan

- Process mapping and standard work
- Checklists and templates to take away

### Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Group discussion and peer review

### 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
- Measurement and reporting

### 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) |
|---|---|---|---|---|
| 8–12 Mar 2027 | 5-day online | Live online | Arabic | 2,950 |
| 4–15 Jul 2027 | 10-day classroom | Riyadh | Arabic | 8,950 |
| 17–21 Oct 2027 | 5-day classroom | Amman | English | 4,750 |
| 8–12 Nov 2027 | 5-day classroom | Abu Dhabi | English | 4,750 |
| 10–21 Jul 2028 | 10-day classroom | Vienna | English | 8,950 |
| 21–25 Aug 2028 | 5-day classroom | Dubai | English | 4,750 |
| 11–22 Sep 2028 | 10-day online | Live online | English | 5,450 |
| 20–24 Nov 2028 | 5-day classroom | Paris | English | 4,750 |
| 19–23 Feb 2029 | 5-day classroom | London | English | 4,750 |

| Dates | Format | City | Language | Fee (USD) |
|---|---|---|---|---|
| 5–16 Mar 2029 | 10-day classroom | Amsterdam | English | 8,950 |
| 18–22 Jun 2029 | 5-day classroom | Abu Dhabi | English | 4,750 |
| 19–23 Nov 2029 | 5-day online | Live online | English | 2,950 |
| 10–21 Jun 2030 | 10-day classroom | Dubai | English | 8,950 |
| 15–19 Jul 2030 | 5-day classroom | Paris | English | 4,750 |
| 21 Oct – 1 Nov 2030 | 10-day online | Live online | Arabic | 5,450 |
| 9–13 Dec 2030 | 5-day classroom | London | English | 4,750 |

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