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COURSE BROCHURE

Customer Complaint Investigation and Resolution Skills Course

8 – 12 March 2027
London

Customer Complaint Investigation and Resolution Skills Course

Ref: 659_24539 **Date:** 8 – 12 March 2027 **Location:** London **Fees:** 5800 GBP

Customer Complaint Investigation and Resolution Skills is a 1-week training course for complaint handlers, customer service officers and service team leaders, who leave with a Team Complaint Resolution Playbook. Complaints now arrive through social posts, reviews and chat as often as by letter, and slow or unfair answers quickly become public. Jupiter Prime Training runs this course on Customer Complaint Investigation and Resolution Skills.

Why Customer Complaint Investigation and Resolution Skills Matters Now

Three groups shape this subject today: customers who expect a fair hearing and a clear outcome within days, regulators and ombudsman schemes that examine how complaints are recorded and answered, and managers who want complaint data to reveal recurring faults. Organisations that investigate properly and explain decisions keep trust and avoid escalation; those that send template denials face repeat complaints and reputational damage. The course draws on ISO 10002 guidance on complaints handling, root cause analysis with the five whys and fishbone diagram, and the service recovery paradox.

Who Gains Most from Customer Complaint Investigation and Resolution Skills

- Complaint handlers who receive, log and acknowledge customer complaints
- Customer service officers who resolve first-level complaints at the point of contact
- Investigation officers who gather evidence and recommend outcomes on complex cases
- Team leaders who approve redress, review response letters and coach handlers
- Quality and insight staff who analyse complaint trends and report root causes

Complaint teams that send handlers with their team leader gain most, because the playbook they design then reflects both daily practice and approval limits.

Customer Complaint Investigation and Resolution Skills Capabilities

Participants practise moving each complaint from first contact to a fair, explained outcome, and then turning case evidence into fixes that prevent the next complaint.

- Apply a complaint handling process from receipt and acknowledgement to closure — complaint owners
- Communicate with distressed customers using de-escalation techniques — frontline officers
- Assess complaint evidence, timelines and policy to reach balanced findings — investigation officers
- Weigh fair resolution options, from apology to redress, against clear criteria — team leaders
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Design written responses that explain decisions plainly and respectfully — customers and reviewers
- Calculate complaint trends and root causes from case data — service improvement owners

Key Customer Complaint Investigation and Resolution Skills Terms

- Complaint — an expression of dissatisfaction about a product, service or handling process where a response or resolution is expected.
- Acknowledgement — a prompt confirmation that a complaint was received, with a reference and the expected next steps.
- Redress — the remedy offered to put things right, such as an apology, correction, refund or goodwill gesture.
- Root cause analysis — a structured search for the underlying reason a problem occurred, rather than its visible symptom.
- De-escalation — techniques that lower emotional intensity so a conversation can move toward solutions.
- Service recovery paradox — the observation that a well-handled failure can leave customers more loyal than before.

Customer Complaint Investigation and Resolution Skills Day by Day

Day 1: The Complaint Handling Process

- ISO 10002 Principles — Visibility, Accessibility and Responsiveness
- Complaint Lifecycle — Receipt, Logging, Acknowledgement and Closure
- Complaint Categories and Severity — Prioritising Cases Fairly
- Channel Intake — Phone, Email, Social Media and Reviews
- Sector Examples — Utility Billing Disputes and Hospital Patient Complaints

Day 2: De-escalation and First Contact Resolution

- Emotion Recognition — Anger, Anxiety and Disappointment
- De-escalation Techniques — Listen, Acknowledge and Reassure
- Apology Language — Sincere Without Admitting Unproven Fault
- First-Level Resolution Limits — When to Resolve or Escalate
- Escalation Handovers — Passing Cases Without Losing Trust

Day 3: Investigating Complaints

- Investigation Planning — Questions, Evidence and Timeline
- Evidence Gathering — Records, Recordings and Staff Statements
- Policy and Contract Review — Testing What Was Promised
- Balanced Findings — Upheld, Partly Upheld or Not Upheld
- Case File Standards — Notes Another Reviewer Can Follow

Day 4: Fair Resolution and Written Responses

- Resolution Options Matrix — Apology, Correction, Refund and Goodwill
- Consistency Checks — Similar Cases, Similar Outcomes
- Final Response Letter Structure — Summary, Findings, Decision and Next Steps
- Plain Language Editing — Removing Jargon and Defensive Tone
- Referral Rights — Explaining External Review Routes in General Terms

Day 5: Practising the Team Complaint Resolution Playbook

- Process Map Review — Applying Day 1 Lifecycle to Team Practice
- De-escalation Role Plays — Day 2 Techniques Under Pressure
- Mock Investigation — Day 3 Evidence on a Case Study
- Root Cause Analysis — Five Whys and Fishbone on Complaint Data
- Team Complaint Resolution Playbook — Steps, Scripts, Templates and Limits

Applying Customer Complaint Investigation and Resolution Skills After the Course

- Review the last month of upheld complaints with the five whys and present the two root causes that appear most often.
- Rewrite the team's final response letter template using the summary, findings, decision and next steps structure, and pilot it on new cases.

Customer Complaint Investigation and Resolution Skills Questions FAQ

What are customer complaint investigation and resolution skills, and why do they matter now?

They are the skills to receive, investigate and fairly resolve customer complaints, then learn from the evidence. They matter now because complaints travel quickly through social channels and reviews, and poor handling damages trust and reputation.

Which roles gain most from customer complaint investigation and resolution skills training?

Complaint handlers, customer service officers and team leaders gain most. Investigation officers and quality staff also benefit, because fair findings and root cause analysis depend on consistent case files and evidence.

How does customer complaint investigation and resolution skills training differ from a service excellence course?

It focuses on what happens after something has gone wrong rather than on everyday service delivery. You practise de-escalation, investigation, fair redress and response letters instead of service standards and customer delight.

What do you bring back from customer complaint investigation and resolution skills training?

You bring back a playbook for your team. It holds a complaint process map, de-escalation scripts, an investigation checklist, a resolution options matrix and a final response letter template.

Customer Complaint Investigation and Resolution Skills: The Way Forward

The Team Complaint Resolution Playbook first informs how the next complex complaint is investigated and answered. Complaint handlers, team leaders and quality staff use it to keep outcomes consistent and train new colleagues. After the first quarter, revisit the resolution options matrix, because complaint data and customer feedback show where redress levels need adjustment.