

Complaint Handling & Service Recovery

Turning a complaint from a burden into an improvement source, plus the skills to recover an angry customer.

Level	Foundation
Duration	2 days · 12 training hours
Fee	399 AED
Group size	8 - 24 participants
Delivery	In-house · Public run · Live virtual
Runs each year	15 February and 20 September

All training programmes are accredited by the Sharjah Private Education Authority.

Programme objectives

- Build a complaint intake and classification system
- Handle anger and escalation calmly and methodically
- Run root-cause analysis on recurring complaints
- Close a complaint in a way that rebuilds trust

Who it is for

Customer service staff, complaint officers and contact centre supervisors.

Prerequisites: None.

Programme outline

Day 1 — The system and the skill

- Why a complaint is an opportunity, not a threat
- The intake system and its channels
- Listening and empathy skills
- Handling anger: a practical four-step model

Day 2 — Resolution and improvement

- First-contact resolution authority and its limits
- Root-cause analysis of recurring complaints
- Closing the complaint and following up on satisfaction
- Role-play on real cases

Competencies developed

- Active listening
- Emotional regulation
- Root-cause analysis
- Negotiation and problem solving

What participants take away

- A complaint procedure guide
- A complaint classification and analysis template
- A phrase bank for difficult situations
- A company-issued certificate of attendance

How it is assessed

Recorded role-play: handling three escalating complaint cases with structured feedback.

About the company

Innovation Excellence Consulting & Training is a Sharjah-based firm working with government and private organisations across the UAE and the region. We deliver management consulting, excellence award readiness, customer experience, corporate innovation, ISO certification and research — alongside accredited, applied training programmes.

Programmes accredited by the Sharjah Private Education Authority · 3,500+ professionals trained · 40 government and private entities

Why train with us

- No less than 40% of every programme is exercises and case work, not lecturing.
- Programmes designed on the ADDIE model, with cases drawn from the participants' own workplace.
- Trainers with genuine field experience in the work they are teaching.
- Delivered in Arabic and English to the same standard — in-house, public or virtual.

Register for this programme



To register, or to run this programme at your premises, get in touch — or register directly from the programme page on our site.

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Fees are per participant in UAE dirhams and exclude VAT. Confirm the year of each run on our website.