

Top 15 Points About ISO 10002 Complaints Handling Best Practice





ISO 10002 Complaints Handling Best Practices

1

PROCESS VISIBILITY

Do you publicise to customers, staff and other interested parties exactly how and where to complain?

2

CHANNELS OF COMPLAINT SUBMISSION

How can complaints be submitted, e.g. Company Website, Phone, Letter, Fax, Email?

3

COMPLAINTS ACKNOWLEDGEMENT

Do you acknowledge the receipt of every complaint immediately or within a reasonable period of time?

4

COMPLAINTS POLICY ACCESS

Do you advise what your complaint handling process is, including timeframes for each stage?

5

COMPLAINANT KEPT IN THE LOOP

Are complainants kept informed about the progress of their complaint?

6

PROCESS ENFORCED OBJECTIVITY

Does the complaints handling process avoid any bias towards the complainant the person complained against, or the organisation?

7

PREVENTATIVE ACTIONS

Do you identify information arising from the complaints that can be provided to other department managers or suppliers/partners to make improvements?

8

AUTOMATIC ESCALATION

Does your complaints handling system proactively escalate complaints and notify the next level management of escalated or aged complaints?

9**AD HOC REPORTING**

Can you extract and report on any piece of information relating to complaints in an ad hoc manner or are you limited by the system or scarce technical IT skills needed to create such reports?

10**LINKING COMPLAINTS TO IMPROVEMENTS**

Do you monitor and report on improvements to business processes, customer experience, products/services and customer satisfaction due to complaints and feedback?

11**FIRST CONTACT RESOLUTION**

Do you monitor and report on complaints resolved at the point at which they are made?

12**SURVEYS**

Is there regular action taken to determine the levels of satisfaction of complainants with the complaints handling process, e.g. random surveys of complainants?

13**SLA EXTENSION NOTIFICATIONS**

If the complaint cannot be resolved within the predetermined time, are complainants notified about extensions to the target completion date?

14**CRITICAL COMPLAINTS ALERT**

Is there a process for rapid and effective notification to senior management of significant complaints or the ageing of specific complaints?

15**ROOT CAUSE OR SYMPTOM CENTRIC**

Does the complaints handling process emphasise solving the root cause of the problem or assigning blame to the system?



About Complaints Pro



Designed with social media and quality assurance in mind, Complaints Pro is a modern complaints handling system that addresses all nine of the costly mistakes straight out of the box.

Request a free 30 day trial today and see it for yourself.

For more detailed information about complaints management, turn to any one of our How-To Guides or check out: www.causia.com.au.

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