

# COMPLAINT HANDLING LEVEL 1 (VTQ)



## INTRODUCTION TO COMPLAINT HANDLING (VTQ)

POWERED BY PROTRAININGS

Complaints can happen in many different businesses and organisations. This course looks at ways that these complaints can be best handled to ensure that the best outcome is reached quickest and within the workplace policies and procedures. The course covers the basics of complaint handling to educate employees that there are correct procedures to follow.

Learn how your actions can not only defuse a situation but also keep you safe in a potentially dangerous situation.

All our courses, including this one, have received independent certification confirming their alignment with universally accepted Continuous Professional Development (CPD) guidelines. Upon completion, participants receive a Certified CPD Statement, a ProTrainings Certificate, and for online courses, an Evidence-Based Learning statement.

## QUALIFICATION DELIVERY

**Online Video E-Learning:** Contains pre-recorded video neatly collated into a presentable online course that includes a save and return feature, stop and start button, English subtitles and some additional features.

Our online Complaints Handling Level 1 (VTQ) course is taught over **42 minutes** and will include theoretical assessments if you complete the online option and may include practical and theoretical assessments if this is completed in a classroom.

## CERTIFICATION

Upon successful completion of the course, all participants will receive an officially verifiable wall certificate. This digital certificate can be conveniently accessed and downloaded at the course's conclusion. It serves as tangible evidence of your achievement, reflecting your dedication and knowledge acquired throughout the course. Display it with pride to showcase your newfound expertise to peers and potential employers, as a testament to your commitment to continuous learning and personal growth.

## LEARNER ACCESS

ProTrainings offer highly sophisticated and supportive services to successful learners who complete online, classroom and blended training. Our online system offers the learner a uniquely designed portal where there is access to a free student manual, CPD credit statement, evidence-based learning document, optional weekly refresher videos and an area for downloadable content with a cohort of supporting evidence relevant to the qualification the learner completes.

ProTrainings after service adds clarity to teaching, promotes continuous learning and encourages learners to revisit and revise subjects they have been taught.

VIDEO  
**E-LEARNING**

42  
MINUTES  
ONLINE

SAVE & RETURN  
FEATURE

INTERACTIVE  
VIDEOS

# COMPLAINT HANDLING LEVEL 1 (VTQ)

## COURSE SUMMARY

PRO/CH



### COMPLAINT HANDLING

Face to Face Customer Service

Identifying a Complaint

Telephone Etiquette

Complaint Handling

Complaint Handling Ideas

NHS Complaints Process

Personal Abuse

### COMPLAINT SITUATIONS SCENARIOS

Telephone Customer Service Scenario

Customer Service Desk Scenario

Language Barriers

## PROTRAININGS VIDEO E-LEARNING CONSISTS OF:

SAVE AND RETURN FEATURE

CLOSED CAPTION BUTTON FOR SUBTITLES

INTERACTIVE VIDEOS

QUESTION BETWEEN MODULES

TRANSCRIPT AT THE BOTTOM TO FOLLOW

COURSE CATEGORY SECTION

PROGRESS BAR

DOWNLOADABLE CERTIFICATE

DOWNLOAD CERTIFICATE TO APPLE WALLET

DIGITAL STUDENT MANUAL

CPD STATEMENT

SUITE OF OTHER RESOURCES