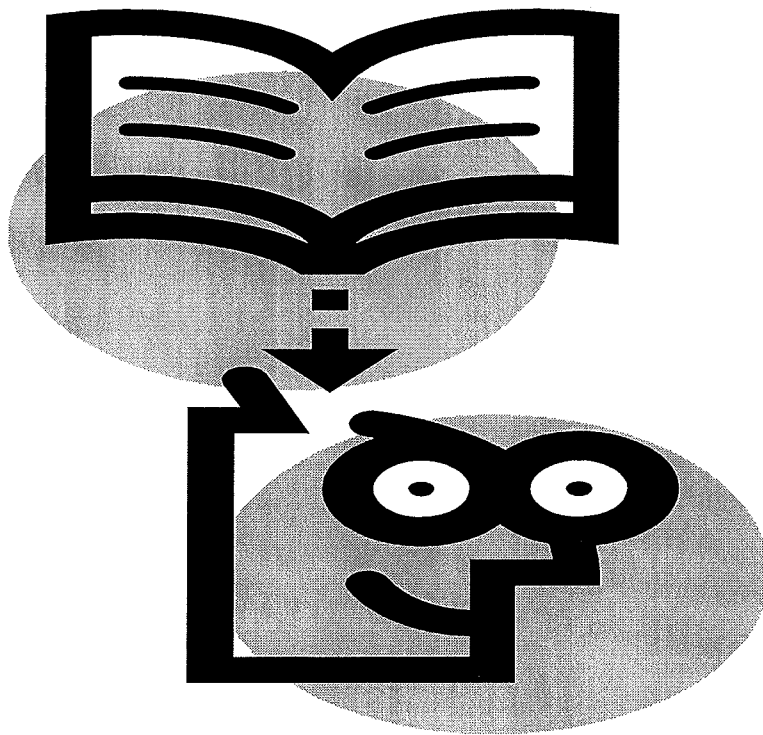


# **COMPLAINTS MANAGEMENT FOR OFFICERS IN THE COURT ROOM**



**VENUE  
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**CUSTOMER COMPLAINT  
MANAGEMENT SKILLS**

COURT ROOM STAFF

**TREATING CUSTOMER COMPLAINTS**

No matter what business we are in, we need customers to stay in business. If the customers are happy and satisfied with the service or product we offer them, there is every possibility that they will continue to come to us time and time again for more of the same satisfactory services.

**TREATING CUSTOMER COMPLAINTS**

One of the traditional means of measuring the level of service received by the customer is **customer complaints**

**TREATING CUSTOMER COMPLAINTS**

We must therefore view all customer complaints as opportunity to:

- at least, have an idea of what has worked or has not worked.
- win back the aggrieved customer.
- improve our services and
- increase profits;

If complaints are helpful, then management must ensure that the customer is assisted to present this free data about our services.

If our front-line staff are empowered and provided with the needed skills, through extensive training and motivation, they will recognize customer complaints for what it is - feedback from the customer.

- Dealing with Customer Complaints: Steps to follow**
1. Face to face contact
    - Acknowledge the customer quickly - smile.
    - Look at the customer while they are talking. Maintain eye contact.
    - Listen to the customer and indicate that you are doing so (with head movements!!).
    - Apologize for the inconvenience. (This is not the same as accepting responsibility.) However, accept responsibility if that is obvious. Do not pass the blame.

- Dealing with Customer Complaints: Steps to follow**
- Ask the right questions to gather more information.
  - Assert yourself and if necessary, take control of the situation.
  - Do not return anger with anger.
  - Keep promises you make and do not make promises you cannot keep.
  - Always put yourself in the customer's position.
  - See the problem through.