



The
Trillium
Group
Conflict Management Experts

GRIEVANCE AND COMPLAINT HANDLING PROCESSES (Design and Installation)

- What is it?** The design and installation of Complaint Handling Processes for managing customer or client dissatisfaction, complaints or grievances.
- Outcomes** Improved customer or client satisfaction. Higher NPS (net promoter scores). Higher levels of staff competence, confidence and engagement with complaint handling.
- Features** Approach and processes are custom built to an organisation's philosophy, culture and strategy. The installation can involve the training of staff in complaint handling and customer management particularly in sensitive or difficult matters. Applicable for "ombudsman" oriented activities (either within organisations or industry based organisations).

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