

# CUSTOMER COMPLAINTS

# What is a complaint?

Webster's Definition Is:

A statement of wrong, grievance, or injury.

# ACCORDING TO WEBSTER:

When someone complains, they are expressing a sense of ill-treatment or pain, grief, find fault, or present a grievance.

# Why are we here?

Kindness is a language which the deaf can hear and the blind can see!

The ultimate service is to give them what they want and not what we think they want!

# TYPES OF COMPLAINTS

Written

In Person

By Telephone



Is customer service dead or  
alive at your office?

# Who do customers go to with their complaints at your office?



“I HAVE SO MUCH TO DO AND THERE’S JUST NOT ENOUGH PEOPLE TO DO IT FOR ME!!!!”

What do you do when you know you are right and the customer is wrong?

You don't have to know all of the answers ahead of time but you should have a pretty clear idea of the problem or goal you are trying to reach.

Does your office have the  
leadership it needs to be  
successful?



Your greatest source of learning is  
an unhappy customer.

Turn talent into performance.

# How do you handle customer complaints and requests?



Set a goal, then set a deadline to reach that goal.  
Then develop a plan to implement the goal.

Which list is your utility on?



Is your customer service bad or good?

# How do we look?

Customers don't expect you to be perfect. However, they do expect you to solve their problems.

# Turn the irate customer into a satisfied customer!



Make sure that your mindset is focused on the customer. Their satisfaction is your reward for a job well done.

Do you ever have conflict in your work environment?



Deal with it before it gets out of hand.

# Personality Types

How do you deal with the  
different personalities  
in your office?

# T E A M W O R K

**T** OGETHER

**E** VERYONE

**A** CHIEVES

**M** ORE



# Recommendations

BE IT BIG  
OR SMALL,  
DO IT RIGHT,  
OR  
DON'T DO IT  
AT ALL

Tis the Season to be Jolly!

Practice random kindness and  
perform simple acts of beauty!

As in Customer Service

Gratitude is always the best attitude.

# Merry Christmas!



David Callahan

Robin Phillips

Soddy Daisy Falling Water Utility District