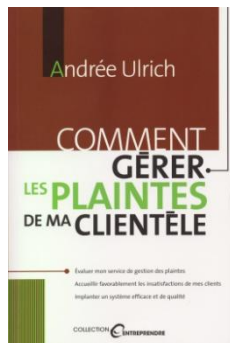




moving your team forward

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(450) 951-1388 info@andreeulrich.com www.andreeulrich.com

EVALUATION WHEEL : HANDLING COMPLAINTS



Handling a complaint is to GRAB an opportunity . GRAB is an easy to remember acronym identifying the important steps to take.

G for Getting Ready : To handle effectively your clients' complaints, you and your team need to be prepared. Leaders need to determine what handling complaints means to the organization, therefor establishing processes and building teams in accordance with that vision.

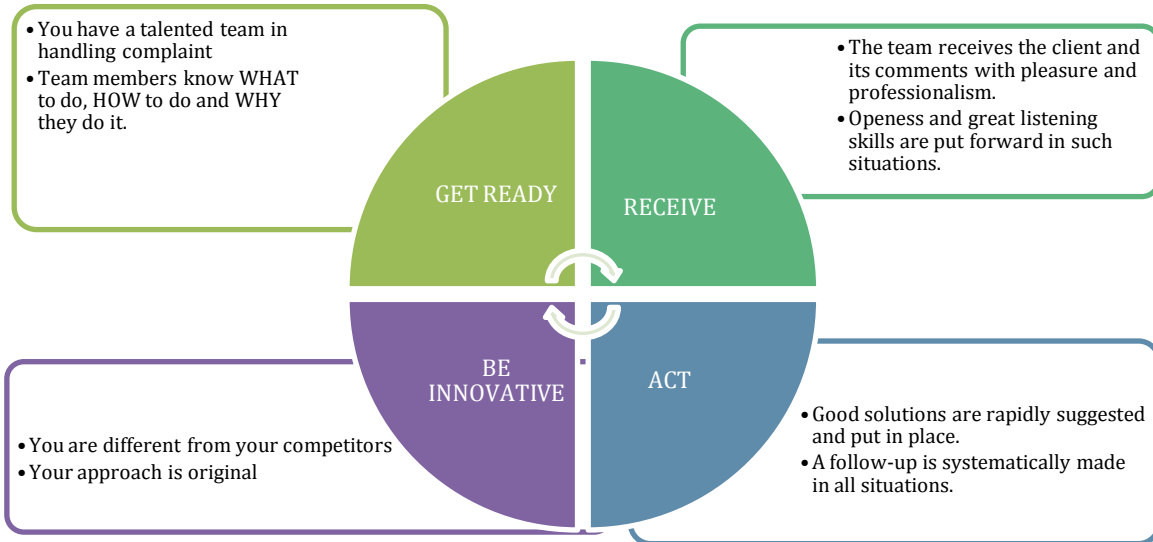
R for Receiving the client and his/her complaint : Fact : a good solution badly offered to a client has a negative effect. Make sure you and your team really listen and greet the client.

A for taking Action and looking for a solution : Clients' comments must lead to action, otherwise you are sending the message that they (the clients and their comments) are not important to your organization. Reply within a reasonable delay, offer short and long term solutions and systematically follow-up.

B for Being innovative : Are you just doing what everybody else is doing or are you going one (even two or three) step(s) further? Do you really care for your clients and their happiness?

Evaluate how the Wheel of Handling Complaints is turning in your organization

The four sections in the Wheel of Handling Complaints represent the different important steps of the GRAB method. Seeing the center of the wheel as 0 and the outer edges as 10, rank your level of satisfaction with each area by drawing a straight or curved line to create a new outer edge. The new perimeter represents the wheel of your organization's complaints handling. If this were a real wheel, how bumpy would the ride be? (see next page for an example)



Example of an evaluation by an organization leader :

