

Unit 34 - Process customer service complaints

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. Evidence collected in a realistic working environment or a work placement is not permissible for this Unit. Simulation is not allowed for any performance evidence within this Unit.
2. You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
3. You must provide evidence that shows you have done this over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent.
4. You must prove that you have processed complaints that are seen by your organisation as:
 - a justified
 - b unjustified.
5. You must provide evidence of processing customer service complaints:
 - a during routine delivery of customer service
 - b during a busy period for your organisation
 - c during a quiet period for your organisation
 - d when people, systems or resources have let you down.
6. You need to prove that you have dealt with customers who:
 - a have different needs and expectations
 - b appear angry or confused
 - c behave unconventionally.
7. You must provide evidence that you have processed complaints and taken full account of:
 - a organisational procedures
 - b sector or industry codes of practice
 - c legislation.
8. Your evidence must include examples of complaints you have processed:
 - a using your own authority
 - b by referring them upwards in the organisation.