Complaint and Escalation Management for Service Leaders

Customer Service Management

Course Overview

Complaint and Escalation Management for Service Leaders: a 5-day professional training course from LTC Consultants, delivered in-classroom across Africa and...

What You Will Achieve

- Explain the core principles and current good practice in Complaint and Escalation Management for Service Leaders
- Apply practical tools and techniques for Complaint and Escalation Management for Service Leaders in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Complaint and Escalation Management for Service Leaders in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Setting the scene: Complaint and Escalation Management for Service Leaders in today's organisation
2. Key concepts and the language of Complaint and Escalation Management for Service Leaders
3. Frameworks and good practice that deliver results
4. Hands-on application: workshop exercises and cases
5. Problem-solving clinic: participants' real challenges
6. Integrating Complaint and Escalation Management for Service Leaders with day-to-day operations
7. Reporting, metrics and demonstrating value
8. Action planning: your first 90 days after the course

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 6 Nov 2026	Maputo	**$1,550**
9 to 13 Nov 2026	Johannesburg	**$1,550**
23 to 27 Nov 2026	Nairobi	**$1,650**
30 Nov to 4 Dec 2026	Kampala	**$1,395**

LTC Consultants
Suite 601, Block 2, Monument Office Park, 79 Steenbok Ave, Monument Park, Pretoria, 0181, South Africa
+27 68 403 2806 | info@ltcconsultants.net | ltcconsultant.co.za
Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.